

ORTHODONTIC STAFF TRAINING RESOURCES GUIDE

Listing in the Orthodontic Staff Training Resource Syllabus does not constitute endorsement of the firms or their services by the American Association of Orthodontists, unless otherwise expressly indicated. You are encouraged to independently investigate the organizations listed prior to entering a relationship with them.

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RESOURCES	TYPE OF MATERIAL	TEACHING METHOD	TOPICS COVERED	COST
AccounTrac, Inc. Phone: 772-770-2000 Fax: 772-770-1957 Website: www.accountrac.com Email: results@accountrac.com	Training for: <ul style="list-style-type: none"> ▪ Financial Staff 	<ul style="list-style-type: none"> ▪ Lecture ▪ Remote Access Consulting ▪ AccounTrac, Inc, Web-Based Software 	<ul style="list-style-type: none"> ▪ Accounts Receivable Control ▪ Outsourcing of Payment Compliance Activity ▪ Maximization of Cash Flow 	<ul style="list-style-type: none"> ▪ Monthly fee varies based upon delinquency rates and practice management system
American Association of Orthodontists Phone: 314-997-6968 (outside US and Canada) Toll Free: 800-424-2841 Fax: 314-997-1745 Website: www.AAOinfo.org E-mail: orders@aaortho.org	<ul style="list-style-type: none"> ▪ Administrative staff ▪ Clinical staff ▪ Business of Orthodontics Live Webinar & Online 	Lectures via: <ul style="list-style-type: none"> ▪ Online Lectures 	<ul style="list-style-type: none"> ▪ Clinical ▪ Financial ▪ Office management ▪ Patient administration 	<ul style="list-style-type: none"> ▪ Online Lecture education lectures - \$30 each, or - \$100 Doctor Annual Subscription - Orthodontic Staff Club \$50 per-practice
American Dental Assistants Association Phone: 312-541-1550 Toll Free: 877-874-3785 Fax: 312-541-1496 Website: www.dentalassistant.org	<ul style="list-style-type: none"> ▪ Administrative staff ▪ Clinical staff 	<ul style="list-style-type: none"> ▪ Online ▪ Hard copy materials 	<ul style="list-style-type: none"> ▪ Intraoral functions ▪ Treatment of Diseases/Conditions ▪ Radiology ▪ Practice Management ▪ Pharmacology ▪ Infection control and Occupational Safety ▪ Hazardous Materials in the Dental Setting 	<ul style="list-style-type: none"> ▪ Member and non-member prices vary
American Dental Association Toll Free: 800-947-4746 Website: www.adacatalog.org	<ul style="list-style-type: none"> ▪ ADA Catalog Professional Resources 	<ul style="list-style-type: none"> ▪ Online Lectures 	<ul style="list-style-type: none"> ▪ OSHA ▪ Infection Control ▪ HIPAA ▪ Coding 	<ul style="list-style-type: none"> ▪ Member and Non-Member prices vary

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<p>Rita Bauer <i>Bauer Seminars</i> Phone: 1-416-508-1045 Mobile: 1-416-508-1045</p> <p>Email: rita.bauer@utoronto.ca</p> <p>Contact: Rita Bauer</p>	<p>-Seminars & In-office clinical photography training with customized camera instruction.</p> <p>Customized photographic marketing templates-thank you cards, patient certificates, composites for:</p> <ul style="list-style-type: none"> ▪ Orthodontists ▪ All dentists, dental specialists and team members ▪ Private practice ▪ State & Regional Societies ▪ Study clubs 	<ul style="list-style-type: none"> ▪ Half to full-day seminars ▪ Full day, In-House consult/training Hands on workshops ▪ CE seminars and workshops for referring doctors ▪ Appreciation seminars for referring doctors 	<ul style="list-style-type: none"> ▪ Patient Photography in the Orthodontic Practice Made Easy ▪ <i>(camera set up and patient positioning for reliable, standardized clinical photographs to achieve consistent results in record time.</i> ▪ What's New in Dental Photography <i>(cameras and accessory choices from \$500.- to \$2500.- and up)</i> ▪ Clinical Photography as an effective marketing tool ▪ <i>(show off your great work and use your photographs for patient referrals)</i> ▪ Improve your Image(s) <i>(photographic techniques to achieve reliable results for patient photography in record time.</i> ▪ <i>Photographic tips and tricks to capture images with that WOW effect for social media to give your website and marketing material a unique style.</i> 	<ul style="list-style-type: none"> ▪ \$ 2000.- plus travel expenses for in-house staff training ▪ \$2000.- to \$2500.- plus travel expenses for lectures and seminars, ▪ \$3500.- to \$4500.- plus travel expenses for full day hands on- workshops (limited attendance 12-20 participants from different practices)

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<p>Dr. Dean C. Bellavia The Bio-Engineering Co.</p> <p>Contact: Dr. Bellavia Voice: 1-716-834-5857 Fax: 1-716-834-4923</p> <p>Website: www.DeanBellavia.com</p> <p>Email: bioengineering@verizon.net</p>	<p>Services & Products for Orthodontists and staff in:</p> <ul style="list-style-type: none"> ▪ Practice Organization ▪ Effective Team Hiring ▪ Scheduling Design ▪ Team Member Training ▪ TC Systems ▪ Practice Transition ▪ Setting and Attaining Goals 	<p>Self-Training:</p> <ul style="list-style-type: none"> ▪ Self-Training MGMT Kits ▪ Self-Training OSHA systems ▪ Self-Training in orthodontic concepts, language, & systems ▪ Online Personality Evaluation ▪ Manuals & workbooks ▪ Videos and workbooks <p>Dr. Bellavia's Personal Training:</p> <ul style="list-style-type: none"> ▪ Customized Systems Design with Doctors & Team. ▪ Personalized in-office training to install designed systems. ▪ Monthly Super Support and Reports to refine your team and systems. 	<p>Team Organization & Hiring:</p> <ul style="list-style-type: none"> ▪ Evaluation of all team members: mental skills, personality, attitude and work ethic, with work position recommendations. ▪ Team Hiring—the right person the 1st time. ▪ An organizational Structure based on accountability and decision-making <p>Design of Daily Schedule:</p> <ul style="list-style-type: none"> ▪ Efficient Dr-Tx-Time Schedule ▪ Calculation of exact staffing needs. ▪ Maintaining a daily schedule <p>Team Training:</p> <ul style="list-style-type: none"> ▪ Legal & Orthodontic Orientations ▪ Quick & Effective Day-by-Day training program for every practice position. ▪ Effective demonstration techniques <p>TC Program Design & Training Including:</p> <ul style="list-style-type: none"> ▪ The Ultimate New Patient Experience ▪ All Communications ▪ All Forms ▪ Financial Negotiations ▪ TC room layout <p>Goal Setting & Training:</p> <ul style="list-style-type: none"> ▪ Goals & Reporting Systems ▪ Creating change ▪ Effective marketing ▪ Effective Selling ▪ Effective website design <p>Creating Successful Partnerships:</p> <ul style="list-style-type: none"> ▪ Choosing the ideal partner / associate ▪ Integrating the new associate into the team ▪ Practice valuation 	<p>Ultimate Management Kits: \$200 to \$300</p> <p>Orthodontic Reference Library: \$360</p> <p>Monthly Super Support Program: \$350/month</p> <p>6-Month Optimization Program: \$29,000, which <i>includes</i> two years of Super Support, all Management Kits and Reference Library worth about \$10,000.</p> <p>Schedule Design: depends on practice</p> <p>Office Design: about \$6,000</p> <p>Speaking Engagement: \$5,000 per day</p>

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<p>Rosemary Bray Phone: 760-268-0760 Fax: 760-268-0760 Website: www.RosemaryBray.com E-mail:rosemarybrayortho@gmail.com</p>	<p>Training for:</p> <ul style="list-style-type: none"> ▪ Front Office Team ▪ Entire Team ▪ Doctor ▪ New Patient Coordinator 	<p>Lectures via:</p> <ul style="list-style-type: none"> ▪ In office consulting ▪ Team Retreats ▪ Workshops ▪ Seminars 	<ul style="list-style-type: none"> ▪ Customer service ▪ Teamwork ▪ Communication ▪ Practice image ▪ Leadership ▪ New Patient Process 	<ul style="list-style-type: none"> ▪ Varies according to numerous parameters – call to discuss
<p>Byrne Consulting Phone: 410-836-7848 Toll Free US: 800-580-6580 Fax: 410-638-6655 www.byrne-consulting.com tinabyrne@byrne-consulting.com</p>	<p>Training for:</p> <ul style="list-style-type: none"> ▪ Scheduling Coordinators ▪ Treatment Coordinators ▪ Accounts Receivable ▪ Insurance / Managed Care ▪ Clinical Team ▪ Marketing Coordinators ▪ Practice Administration ▪ Doctors 	<ul style="list-style-type: none"> ▪ In-office Training ▪ Remote Training ▪ Lectures ▪ Webinars ▪ Study Groups <p>Coming Soon:</p> <p style="padding-left: 40px;"><i>Consultant-On-Demand</i> Online Training Modules</p>	<p>Major Systems, Protocols & Communications:</p> <ul style="list-style-type: none"> ▪ Scheduling ▪ New Patient / Pre-TX ▪ Patient Receivables ▪ Insurance Participation/Maximization ▪ Clinical Efficiency ▪ Marketing 	<ul style="list-style-type: none"> ▪ Complimentary Remote System Evaluations <p>Fees available upon request</p>

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<p>Leslie Canham & Associates, LLC</p> <p>Phone: 209-785-3903 Website: www.lesliecanham.com Email: Leslie@LeslieCanham.com</p>	<p>Training for</p> <ul style="list-style-type: none"> ▪ Orthodontist ▪ Front Office Team ▪ Clinical Team 	<ul style="list-style-type: none"> ▪ On-Site training ▪ Lectures ▪ Hands on Workshops ▪ OSHA Training DVD ▪ Workbooks ▪ Exposure Incident book ▪ New Employee Checklist and Training book. ▪ Home Study Courses ▪ Webinars ▪ Telephone Coaching/Consulting ▪ Appreciation/Gift Seminars for Referring Doctors and Staff 	<ul style="list-style-type: none"> ▪ OSHA for Dentistry ▪ Infection Control Workshop ▪ Calif. Dental Practice Act ▪ HIPAA for Dentistry ▪ Infection Control Teamwork: How to Meet CDC Guidelines ▪ Your Role in Infection Control ▪ Conduct your own OSHA Inspection ▪ CSI Dental Office: Criminal Microbes ▪ 8 Hour Infection Control Course for Unlicensed Dental Assistants ▪ Hand Hygiene Workshop ▪ Accommodating Deaf and Hard of Hearing Patients ▪ Treating patients who are living with HV/AIDS ▪ Treating patients who have Autism 	<p>Lecture fees available upon request</p> <p>On-site training /consulting fees available upon request</p> <p>Call for pricing on Webinars, Telephone Consulting/ Coaching and any other package of services to accommodate the needs of the practice.</p>
<p>Char Eash Profit Marketing Systems South, Inc.</p> <p>OrthoLync.com</p> <p>Phone: 813-891-6002 Website: www.OrthoLync.com www.pmsconsulting.com Email: Info@OrthoLync.Com</p>	<ul style="list-style-type: none"> ▪ Orthodontic Efficiency/Profitability Systems ▪ Practice Building-Marketing Through Written Communication and Scripts ▪ Electronic Forms ▪ Video Marketing ▪ Website Development 	<ul style="list-style-type: none"> ▪ In House Consultation and Team Training ▪ Distant Learning Management Systems ▪ Social Media Coaching/Webinars 	<ul style="list-style-type: none"> ▪ Over 100 Standard Operating Systems/Team Efficiency and Profitability protocols evaluated ▪ Leadership, Profitability, Team Building, and Patient Marketing ▪ Presentation of skill sets needed to communicate and brand practice vision. 	<ul style="list-style-type: none"> ▪ Fees determined based upon required installation needs per practice. ▪ Fees quoted based on # of days, locations and practicing orthodontists.

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<p>Consulting Network Debbie Best: 206-310-6055 Website: www.debbiebestconsultingnetwork.com www.consultingnetwork.org Email: debbiebest@aol.com</p> <p>Lori Garland Parker: 805-552-9512 Website: www.consultingnetwork.org</p> <p>Email: lorigp@aol.com</p> <p>Contact: Debbie Best or Lori Parker</p>	<p>Training for:</p> <ul style="list-style-type: none"> ▪ Administrative Team ▪ Treatment Coordinators ▪ Orthodontic Assistants ▪ Clinical Coordinators ▪ Orthodontists 	<ul style="list-style-type: none"> ▪ On-site training/coaching ▪ Lectures/workshops ▪ Management & leadership courses ▪ Clinical Coordinator courses ▪ Team retreats ▪ Customizable training and procedure manuals 	<p>Administrative:</p> <ul style="list-style-type: none"> ▪ Customized schedule design ▪ Administrative systems ▪ Defined scheduling protocols ▪ Internal/external correspondence ▪ Observation & will call procedures ▪ Financial protocols ▪ New patient process <p>Clinical/Lab:</p> <ul style="list-style-type: none"> ▪ Clinical organization and efficiency ▪ Clinical assistant training ▪ Clinical training manual ▪ Verbal skills for patient motivation and education ▪ Indirect bonding ▪ Role of the Clinical Coordinator ▪ Patient education and motivation ▪ Patient manager system ▪ Treatment protocol development <p>Management:</p> <ul style="list-style-type: none"> ▪ Practice planning ▪ Effective team communications ▪ Customer service ▪ Building relationships ▪ Surveys and statistical tracking ▪ Job descriptions ▪ Internal/external marketing programs ▪ Patient education and motivation 	<ul style="list-style-type: none"> ▪ Manuals with CD-ROM from \$295-\$595 <p>For consulting, lectures and courses contact Debbie (administrative) or Lori (clinical) for additional information</p>

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<p>Andrea L. Cook Orthodontic Clinical Consultant 21322 62nd St. Ct. E. Lake Tapps, WA 98391 Phone: 253-332-3376 Fax: 253-862-6570 Website: www.andreacookconsulting.com Email: andrea@andreacookconsulting.com</p>	<p>Training for:</p> <ul style="list-style-type: none"> ▪ Clinical staff ▪ Sterilization Technician 	<p>In Office training</p> <ul style="list-style-type: none"> ▪ Lectures ▪ Clinical courses 	<ul style="list-style-type: none"> ▪ Infection Control & OSHA Training ▪ OSHA Recordkeeping ▪ CDC & OSHA Protocol Templates ▪ Sterilization review, design and implementation ▪ Basic and advanced chairside duties ▪ Clinical training system & manual ▪ Indirect bonding ▪ Clinical coordinator ▪ Verbal skills to encourage compliance ▪ Reduction of emergency visits ▪ Personalized clinical manual ▪ Inventory control ▪ Instrument set ups and organization in the operatory ▪ Implementation of your tx. plans ▪ Reduction of patients beyond estimated completion date 	<ul style="list-style-type: none"> ▪ Fees are determined by each individual client's needs.

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<p>Ortho Assist Phone: 850-668-3633 Website: www.orthoassist.com</p> <p>Contact: Carolyn Friedman (over 30 years experience)</p>	<ul style="list-style-type: none"> ▪ Training programs for all staff members ▪ On-line training Staff Clinical Treatment Coordinator, Insurance filing, 	<ul style="list-style-type: none"> ▪ Interactive on-line program ▪ On-line pre-employment test 	<ul style="list-style-type: none"> ▪ Orthodontic basic & advanced terminology ▪ Appliances and procedures ▪ Instruction on how procedures work ▪ Instruct- why procedures are done ▪ What information you should cover so they start treatment ▪ Insurance filing codes ▪ Ortho. information to increase referrals ▪ Pre-employment test covers tooth identification, procedures, terminology, etc. 	<ul style="list-style-type: none"> ▪ On-line training \$99.00 each ▪ Bundle of all trainings \$399.00 ▪ Pre-employment evaluation test \$29.95
<p>Ortho Referral Systems</p> <p>Nancy Hyman Phone: 323-308-9817 Fax: 323-726-8301 Web site: www.orthoreferralsystems.com</p> <p>Email: nancy@hymanortho.com</p>	<p>Training for:</p> <ul style="list-style-type: none"> ▪ Front Office Team ▪ Treatment Coordinator ▪ Marketing Team ▪ Manager <p>Printed referral materials for patient, community and DDS referrals and promotions.</p>	<ul style="list-style-type: none"> ▪ Winning Marketing Strategies Workbook (including TC bonus section) ▪ Remote Coaching 	<ul style="list-style-type: none"> ▪ Professional Referrals ▪ Patient to Patient Referrals ▪ Community Referrals ▪ Phone Skills ▪ Full Team Marketing Approach ▪ Patient Enrollment ▪ Kids' Club System ▪ Pending Protocol ▪ Implementation Systems 	<ul style="list-style-type: none"> ▪ \$249 for WMS Workbook ▪ Remote coaching \$495 per segment

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<p>Orthosynetics Rebecca Kuma Mobile: 407-496-4218 Orthosynetics: 877-674-1111 Email: rkuma@orthosynetics.com</p>	<p>Seminars, In-office Consulting/Coaching & Training, Resource Center: with forms and letter templates.</p> <p><i>OSHA Webinars provided by TMC.</i></p> <p>Training for the following team members:</p> <ul style="list-style-type: none"> ▪ Doctors ▪ Treatment Coordinators ▪ Financial Coordinators ▪ Administrative Staff ▪ Team Leaders 	<p>Trainers use a variety of techniques that include:</p> <ul style="list-style-type: none"> ▪ Lecturing ▪ In office consulting ▪ Demonstrating, Role Playing. ▪ Telephone Coaching /Consulting ▪ Webinars (live and recorded) ▪ Hands on Workshops ▪ Online training with quizzes. 	<ul style="list-style-type: none"> ▪ Leadership ▪ New Patient Experience and Conversion ▪ Customer Service ▪ Financial Management ▪ Office management ▪ Patient administration ▪ Patient flow and scheduling 	<p>Lecture fees available upon request and based on topics and time.</p> <p>On-site Training /Consulting fees based on days travel and topics presenting but, available upon request.</p> <p>Bundled Package Pricing Available for:</p> <ul style="list-style-type: none"> ▪ Webinars ▪ Telephone Consulting/ Coaching ▪ Customized Services Available to accommodate the needs of the practice.
<p>Peniche & Associates</p> <p>Phone: 503-666-8538 Fax: 503-666-4937 Contact: LeeAnn Peniche</p> <p>Website: www.leeannpenicheandassociates.com</p>	<p>Training for:</p> <ul style="list-style-type: none"> ▪ Treatment Coordinators ▪ Administrative staff ▪ Clinical staff ▪ Doctors ▪ Marketing Coordinators ▪ Office Managers ▪ Start-Ups 	<ul style="list-style-type: none"> ▪ In Office Training ▪ Hands on ▪ Lectures ▪ Workshops ▪ Treatment Coordinator Intensive™ ▪ Office Management Academy ▪ Signature Marketing Course™ 	<ul style="list-style-type: none"> ▪ Case Acceptance ▪ Treatment Coordinating ▪ Observation & Pending Programs ▪ Marketing ▪ Scheduling ▪ Practice Management ▪ Start-Up 	<ul style="list-style-type: none"> ▪ Fees are determined by each individual client's needs

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<p>Reliance Orthodontic Products, Inc. Phone: 630-773-4009 Toll Free: 800-323-4348 Fax: 630-250-7704 Email: PaulGangeJr@RelianceOrthodontics.com for any bonding related questions or orders@relianceorthodontics.com to place an order</p>	<ul style="list-style-type: none"> ▪ Video training tapes available as DVD ▪ Chairside technique cards ▪ www.RelianceU.tech 	<ul style="list-style-type: none"> ▪ Self-taught video ▪ Laminated reference cards ▪ Animated training videos ▪ Literature Support ▪ Livestreams ▪ Webinars 	<ul style="list-style-type: none"> ▪ Tooth preparation prior to bonding ▪ Direct bonding ▪ Bonding trouble shooting ▪ Bonding to atypical surfaces ▪ Bonding lingual retainers ▪ Bonding large acrylic appliances ▪ Band cementation ▪ Debonding ▪ Wet field bonding ▪ Self-etching primers ▪ Indirect bonding ▪ Crown cementation 	<ul style="list-style-type: none"> ▪ CD - \$14.95 reg. \$19.95 ▪ Cards - \$14.95 reg. \$19.95 <p>Reliance U – Free!</p> <p>Special prices for Training Resources</p>
<p>Vickie B. Rudd Management Consultant Digital Imaging Training</p> <p>Phone: 276-650-4000 Website: www.vickiebrudd.com E-mail: vickie@vickiebrudd.com</p>	<p>Training, workbooks and easy to use reference materials for:</p> <ul style="list-style-type: none"> ▪ Orthodontist ▪ Financial Coordinator ▪ Scheduling Coordinator ▪ Treatment Coordinator ▪ Clinical Coordinator ▪ Records Technician ▪ On disc to download: worksheets, forms, letters- everything you need. 	<ul style="list-style-type: none"> ▪ Hands-on training in your practice with staff to clean-up and implement simple systems for: ▪ A/R delinquencies ▪ OBS recall/ready list ▪ Digital imaging quality ▪ New patient presentation ▪ On-time Tx completion ▪ Build doctor time schedule ▪ Includes detailed how-to management workbook! ▪ Fun, relaxed, effective. 	<ul style="list-style-type: none"> ▪ Job descriptions for 4 Coordinator positions to achieve fair & efficient work distribution. ▪ Organize simple systems and procedures to achieve practice goals. ▪ Increase case acceptance. ▪ Decrease delinquency rate. ▪ Increase patient compliance. ▪ Build referrals; Market practice. ▪ Doctor time scheduling to run on time. ▪ Integrate imaging technology. ▪ For the Doctor: Set your goals; 6 simple steps to profits; Essential management reports; Lead a motivated team. 	<ul style="list-style-type: none"> ▪ Based on services requested. ▪ Visit website vickiebrudd.com for complete fee information. ▪ Call to arrange cost effective package of services.

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<p>Safe Practices Phone: 949-842-1747 Fax: 904-206-4361 Mobile: 949-842-1747</p> <p>Website: www.JackieDorst.com Email: safepract@gmail.com</p> <p>Contact: Jackie Dorst, RDH, BS</p>	<p>Seminars, In-office consultations & training, Manuals, OSHA Manuals & Webinars, OSHA & Infection Control seminars for referring dentists and dental hygienists:</p> <ul style="list-style-type: none"> ▪ Orthodontists ▪ Orthodontic Assistants ▪ Practice Managers ▪ OSHA Coordinators ▪ Professional Relations Coordinator ▪ Study clubs ▪ State & Regional Societies 	<ul style="list-style-type: none"> ▪ Half- to full-day seminars ▪ Full-day consult/training ▪ CE seminars for referring dental Practices ▪ Customized OSHA Manuals ▪ Training booklets ▪ OSHA Safety Tune-Up ▪ Sterilization Tune-Up ▪ Infection Control Tune-Up ▪ Webinars 	<ul style="list-style-type: none"> ▪ Orthodontic Instrument Sterilization ▪ Infection Control ▪ OSHA Safety ▪ Sterile Field Laser & TADS procedures ▪ Sterilization and disinfection efficiency ▪ Sterilization room design ▪ Clinical attire ▪ Patient communication of practices IC and sterilization ▪ CDC Infection Prevention ▪ SDS and the GHS Chemical labeling system ▪ Professional Image ▪ OSHA Coordinator Training 	<ul style="list-style-type: none"> ▪ \$2000 - \$5000 for seminars and consulting ▪ \$300 for manuals ▪ \$2000 Webinars
<p>JMShoemaker Consulting, Inc. Phone: 772-770-2000 Fax: 772-770-1957 Website: www.jmshoemakerconsulting.com Email: jackie@jmshoemaker.com</p>	<p>Training for:</p> <ul style="list-style-type: none"> ▪ Financial staff ▪ Insurance staff 	<ul style="list-style-type: none"> ▪ Lectures ▪ On-site Consulting ▪ Remote Access Consulting 	<ul style="list-style-type: none"> ▪ Financial Computerization Efficiency ▪ Accuracy of Accounting Policies & Procedures ▪ Financial Arrangements & Credit Ratings ▪ Cash Flow Management ▪ Derivation & Maximization of Orthodontic Ratios ▪ Embezzlement Controls 	<ul style="list-style-type: none"> ▪ Lecture fees available upon request ▪ On-site Consulting fees available upon request ▪ Remote Access Consulting – Based on Hourly Rate
<p>Cathy Sundvall Phone: 407-346-9693 Website: www.CathySundvall.com Email: csundval@earthlink.net</p>	<p>Training for:</p> <ul style="list-style-type: none"> ▪ Clinical Team ▪ Treatment Coordination ▪ Administrative Staff 	<p>On Site Training & Eval. Lectures via:</p> <ul style="list-style-type: none"> ▪ Individual Practice ▪ Groups ▪ Universities 	<ul style="list-style-type: none"> ▪ Clinical Efficiency ▪ New Patient Process ▪ Recall System Refinement ▪ Scheduling and Patient Flow ▪ Staff Motivation/Roles 	<ul style="list-style-type: none"> ▪ Fees are standards in the industry and vary based on needs, individual practice and or groups. Please contact Cathy for your specific requests.

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<p>Trapezio – home of the Academy of Orthodontic Assisting (AOA) Toll Free: 877-976-4536 Phone: 770-428-8891 Fax: 678-370-9848 Website: www.trapezio.com Email: info@trapezio.com</p> <p>Job Postings “Team Certified” Logo(s) “Team Certified” Text On-hold Scripts VCP Exam Preparation</p>	<ul style="list-style-type: none"> ▪ AAO endorsed comprehensive course teaching the fundamentals of orthodontic assisting through a user-friendly, web-based course. ▪ Beginner, Intermediate and Advanced Programs Available ▪ Orthodontic assistant programs for varying levels of experience. ▪ OSHA Safety program which meets federal OSHA guidelines for initial and annual training. ▪ Non-clinical courses authored by industry-leading consultants covering areas of Treatment Coordinator, Financial Coordinator, QuickBooks® Ortho, and Insurance Coordinator. 	<ul style="list-style-type: none"> ▪ Online: Curriculum and tests available via the Internet for convenient study. Online support instructor available via e-mail to assist with curriculum questions. ▪ Hands-on teaching offered periodically at the Trapezio home office, orthodontic conferences, and remotely through a Chompers kit and mentor’s guide. 	<ul style="list-style-type: none"> ▪ Dental and oral anatomy and terminology ▪ Tooth development ▪ Identification & numbering of teeth ▪ Tooth surfaces and directions ▪ Orthodontic appliances ▪ Types and stages of orthodontic treatment ▪ Archwire placement & selection ▪ Clinical photography ▪ Orthodontic radiography & x-ray safety ▪ Bonding technique and preparation ▪ Intra-oral & extra-oral auxiliaries ▪ Charting ▪ Headgear and retainer adjustments ▪ Biology of tooth movement ▪ PVS impressions ▪ Emergencies and repairs ▪ Infection control ▪ TADs and lasers ▪ Risk management ▪ Clinical efficiency ▪ International tooth numbering ▪ Safety and OSHA ▪ The new patient process ▪ Credit Management ▪ Credit Ratings ▪ Delinquency and Collections ▪ Financial Coordinator Responsibilities ▪ Submission of Insurance Claims ▪ Insurance Protocols ▪ Common Struggles in Insurance Collections 	<ul style="list-style-type: none"> ▪ Call for Pricing ▪ Membership packages now available exclusively for AAO Member doctors ▪ Monthly Practice Pricing Plans Available ▪ Per-user Practice Pricing Plans Available