



Oct

The Evolving Dental Manager

Practice leaders find their job descriptions change on an almost-daily basis. You'll enjoy Teresa's humorous take on what it's like to motivate and lead team members while keeping up with all those other small details like collecting money and handling patients. We'll touch on difficult situations and find the humor in our unique and wonderful jobs. A no-holds-barred Q&A segment will finish up this fun and empowering session. Theresa authored the book *Moving Your Patients to Yes: Easy Insurance Conversations*.

Upon completion of this session, attendees should be able to:

- Identify and remedy common leadership missteps.
- Understand why professional boundaries are necessary.
- Understand how patients can pose problems for the practice.

**Theresa Duncan,
MS, FAADOM**

*Livestream Program
for Office Managers*

*Lecture, up to 1 hour
Practice Management
and Human Relations
AGD Subject Code 550*



October 21, 2021 | 7:00 pm Eastern

Disclosure of Commercial Support: Theresa Duncan does not have any current or past affiliations to disclose (such as receiving research grants, speaking engagements, travel reimbursements, honoraria, etc).



Dec

Facial Enhancement — Making this a Reality No Matter What the Budget

The art and science of facial beautification is no longer just about rejuvenating smiles. A reduction in skin quality and loss of facial volume over time leading to folds and shadows, are common concerns for patients and consequently some of the most requested esthetic procedures. The majority of such treatments are virtually non surgical, allowing a great deal to be performed in a dental office. Why lose a patient that you have spent time and money on acquiring to another practice, even if it is a non dental practice? Budget considerations must also taken into account, similarly to cosmetic and restorative dentistry. Unfortunately there is a lack of understanding of how to elicit the priorities for a patient in terms of esthetic outcome and budget expectations. Thankfully the world of esthetic medicine offers many options for all budgets; from simple but effective medical grade skincare to minimally invasive skin rejuvenation treatments to improve skin quality such as lasers. At the other end of the spectrum dermal fillers and botulinum toxins, commonly requested procedures, can be adjusted to suit all budgets and demographics.

Upon completion of this session, attendees should be able to:

- Understand the spectrum of medical esthetic treatments available to integrate into their dental practice.
- Understand how to choose which treatments are suitable for which patients.

**Benji Dhillon,
MBBS, BSc, MRCS**

**Livestream Program
for Full Team**

*Lecture, up to 1 hour
Esthetics|Cosmetic Dentistry
AGD Subject Code 780*



December 4, 2021 | 11:00 am Eastern

Disclosure of Commercial Support: Dr Benji Dhillon does not have any current or past affiliations to disclose (such as receiving research grants, speaking engagements, travel reimbursements, honoraria, etc).