

Saturday, October 19 8:30 to 12:00

# The Patient Experience DR BRUCE FREEMAN

Audience: Dentists, Dental Hygienists, Dental Assistants, Administrative Team

3 CE Hours

Sponsored by:



Dr Freeman maintains an orthodontic practice in Toronto. He is an honours graduate from the University of Toronto, and subsequently completed a GDR in Rochester, New York.

*"Patients come first. We all say that, and we know it, but how exactly do we do it? My lecture on delivering an optimal Patient Experience is exciting as every team wants to endeavour to do their best for their patients but needs a roadmap and protocols to ensure it is done right."*



Patient experience is defined as your patients' conscious and subconscious perceptions of the services you provide and encompasses both clinical and general experiential constructs. Whether you have just begun your career in dentistry or are an established practitioner, this lecture will help you have a clearer understanding of how the patient views you, your office and your team, as well as the care they receive. In order to deliver the best service for your patients, you need to learn how to view the experience at your clinic through their eyes.

This program is designed to educate the entire practice team on providing a positive experience for patients both in and beyond the chair !!

### Key Learning Objectives:

- Evaluate those details that most practices overlook
- Demonstrate the involvement of the entire team in providing an excellent Patient Experience
- Engage in activities to practice the use of exceptional Patient Experience skills

Come meet our valued sponsors at our TRADE SHOW event! Your registration fees are subsidized by their generous sponsorship:



# Upper Island District Dental Society



## FALL CONFERENCE October 19, 2019



### Qualicum Civic Centre

747 Jones Street, Qualicum Beach



# REGISTRATION FORM

To pay by CREDIT CARD, please register and pay online at: [www.uidds.com](http://www.uidds.com)

If paying by CHEQUE, please make payable to UIDDS and mail with completed form(s) to:

UIDDS  
c/o #301 - 1757 Beaufort Ave.  
Comox, BC V9M 1R8

First Name \_\_\_\_\_

Last Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

Postal Code \_\_\_\_\_

Email \_\_\_\_\_

Dietary Restrictions? \_\_\_\_\_

Amount Paid \$ \_\_\_\_\_

DENTIST       DENTURIST

NEW DENTIST GRAD  
(Class of 2017, 2018 or 2019)

RDH       CDA

RDT       OFFICE PERSONNEL

	On or before September 20	September 20 to October 19
	EARLY RATE	REGULAR RATE
DENTIST	175.00	200.00
New DENTIST Grads	100.00	125.00
DENTURIST	90.00	115.00
RDH/RDT	90.00	115.00
CDA/ADMIN	80.00	105.00

## Registration Fee Includes:

- 2 Featured Speakers
- 6 Hours of CE credit
- Continental Breakfast
- Hot Buffet Lunch
- Supplier Tradeshow
- Door Prizes

## SCHEDULE

Registration & Continental Breakfast	8:00 - 8:30
Dr Bruce Freeman - The Patient Experience	8:30 - 10:00
Coffee Break and Trade Show	10:00 - 10:30
Dr Bruce Freeman continued	10:30 - 12:00
Lunch Break (sponsored by Dentalcorp) and Trade Show	12:00 - 1:00
Stephanie Staples - Bring your "A" Game to Work & Life	1:00 - 4:00



UIDDS Spring Conference  
April 24 & 25, 2020  
Crown Isle Resort,  
Courtenay

Questions? Please visit our website at [uidds.com](http://uidds.com) or email us at: [uidds1@gmail.com](mailto:uidds1@gmail.com)

Saturday, October 19 1:00 to 4:00

STEPHANIE STAPLES 3 CE Hours

Bring Your "A" Game to Work & Life

Co-sponsored by:



Stephanie is an author, radio host and social entrepreneur. She is a wife, mom and triathlete (she finished last, but who's counting!). Her programs are proven to increase feelings of happiness and empowerment! Do not miss this opportunity to positively impact both your life and the lives of the patients you treat!!

If you have ever been tired, overwhelmed or stressed and it's not even lunch time yet, you will need to hear this presentation. Stephanie has burnt out and bounced back and she knows firsthand that we can only do good if we feel good and we can only feel good if we are willing to look at our lives beyond our work. Journey on this high energy, no holds barred presentation as Stephanie peels the layers back and exposes not only what you need to do to achieve success in both your life and career, but how to do it!!

## Participants will:

- Learn 5 "A" Principles for a life of success & significance
- Gain ideas for improving relationships, managing stress and improving work/life balance
- Discover 2 techniques to apply to virtually any situation to make self-care achievable

"Stephanie's presentation about improving your life is fun, high-energy, touching and realistic all at once"