



Pierce County Dental Society SPRING MEETING - Friday, May 30, 2025 DEBRA ENGELHARDT- NASH

Elevate Success! Patient Communication Skills and Revenue Cycle Management

Debra Engelhardt-Nash has been in dentistry since 1985 as a consultant, trainer, author and speaker. She has presented workshops nationally and internationally for numerous associations and study clubs. She is a repeat presenter for organizations including Chicago Dental Society Midwinter Meeting, the Yankee Dental Meeting, The Swedish Academy of Cosmetic Dentistry, and the Greater New York Dental Meeting. Debra has also appeared on several podcasts and webinars and authored several articles for dental publications.

Debra served three terms as the President of the Academy of Dental Management Consultants who presented her their Lifetime Achievement Award as well as the Charles Kidd Meritorious Service Award. She is the Immediate Past President of the Academy for Private Practice Dentistry. She has been repeatedly recognized as a Leader in Consulting and Education by Dentistry Today and has been listed as top 25 Women in Dentistry. Debra is also the recipient of the Gordon Christensen Lecturer Recognition Award.

Together with her husband, Dr. Ross Nash, Debra is the co-founder of the Nash Institute for Dental Learning – a post graduate training center in cosmetic and esthetic techniques and dental business administration training.

This dynamic course is designed to empower Dental Teams with essential skills and strategies needed to achieve excellence in patient care, communications and practice performance. Learn how to validate your patients' decision to choose your practice.

Everyone on the Team will learn how to quickly establish rapport and trust – from the first phone call to treatment consultations and presentation, financial arrangements, recare compliance and navigating difficult conversations.

In addition to communication strategies, the course explores the fundamentals of revenue cycle management and operational effectiveness. Essential key performance indicators will be reviewed.

Emphasis will be placed on integrating communication skills with business management to enhance patient satisfaction and ensure financial stability in the practice.

By the end of the program, attendees will leave with actionable insights and specific tools to elevate their

practice and deliver exceptional care to drive long-term success

Topics to be covered:

- ♦ Creating exceptional first impressions- differentiating the practice
- ♦ Describing office protocols – helping patients understand the benefits of your office standards
- ♦ Overcoming objections – cost, time, comfort
- ♦ Describing insurance involvement (or non-involvement)
- ♦ Presenting Treatment – Body language, tone, pace and words
- ♦ Team endorsement
- ♦ Strategies and specific tools for improving patient satisfaction and loyalty
- ♦ Understanding and using Key Performance Indicators to direct Team efforts for improved success


The event will begin at 8:00 AM with continental breakfast and registration, the program will begin at 8:30 AM, lunch will be served on-site between 12:00 and 1:00 PM, and the program will end at 4:00 PM. There will be a raffle for dentists and staff. **Sign Up Early For This Extremely Popular Speaker!**
Yes, Register Me Today! Dentist _____, Staff _____

Cost: \$125.00 X _____, (20% discount for reg. prior to 4/01/25) Total: _____ (No refunds after 4/25/25)
Visa/MC only: _____ CVC Code: _____
Exp. Date: _____, CC Zip Code: _____ Email: _____

Make checks payable and mail to: Pierce County Dental Society, PO Box 11, Spanaway, WA 98387
Meeting Location: Emerald Queen Conference Center, 5580 Pacific HWY East, Fife, WA 98424

Space is limited so sign up early to see this all star speaker and presentation!

Register by email to cindy@pcdentists.org or fax form to: 253-627-4001. 6.5 CE Credits

 Pierce County Dental Society Locally Approved PACE Program Provider for FAGD/IMAGD credit. Approval does not imply acceptance by any regulatory authority or AGD endorsement. 04/01/2022 to 03/31/2026 Provider ID# 212501