Registration for Karen Zupko’s How To Be The Most Successful Patient Coordinator
Faculty: Karen Zupko, President, KarenZupko & Associates, Inc.
Saturday, September 10, 2011
8:00am – 3:45pm at the Westin Market Street
Registration is $595 per person. ($495 if you already registered for AAFPRS Fall Meeting or OFPSA program).

Training designed to produce loyal patients and a busier surgery schedule!

Who Should Attend?
- Patient Care Coordinators
- Facial Plastic surgery managers
- RNs with surgery scheduling responsibilities
- And, facial plastic surgeons who want to take their practice to the next level!

You will leave energized, entertained and ready to implement new practical policies that will streamline the all important patient consultation experience. Using the workbook filled with proven examples, you’ll have the tools needed to improve your already good practice.

The brightening economy means interest and demand are up. Don’t squander the opportunity by “that’s good enough” or “this is the way we’ve always done it” thinking.

You will improve your personal effectiveness in guiding patients from prospect to scheduled patient.

1. Dollars, Deals and Discounts: Everything you should consider about your professional fees. How to present.
2. Avoid five common mistakes that sabotage the scheduling process.
3. Understand why tracking software is important and how it contributes to success.
4. Reduce no shows for new consults and injectable patients.
5. Implement a consultation fee without losing patients.
6. Improve your quotes! Seven mistakes you don’t want to make.
7. Implement a fool-proof, post-consult, follow-up system—getting beyond the lame “do you have any questions?”

Workbooks: All participants will receive a properly printed and bound workbook, which is not a collection of Power Point slides, but a useful training tool with examples and fill in the blank sheets.

“Loved it. Real, direct, professional and informative. Offered great options /alternatives for dilemmas.”- Amy Castelli

“Powerful - valuable information.”
- Jen Zwolinski

“Great course. Can’t wait to get back to the office to make some changes.”
- Diana Karaban

“Enjoyed the enthusiasm Karen provided to the course. I liked the way she explained some of the techniques/tips we could use in our office.” – Ariana Carnallo

“Fabulous! Intensely informative! Thank you.” – Lauren Sikkel

“Found it to be very helpful for any member of a plastic surgery office team member! Will definitely recommend.” – Kelly Retzlaff, NP

Payment method: Full payment must be made in U.S. funds and must accompany registration. Check must be payable to the AAFPRS Foundation and mailed to: AAFPRS, P.O. Box 759033, Baltimore, MD 21275-9033. Credit card payments may be faxed to (703) 299-8898 or mailed to: AAFPRS Foundation, 310 S. Henry Street, Alexandria, VA 22314.

Check [ ] American Express [ ] Visa [ ] MasterCard

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Signature of Authorized Card User Billing Zip Code

Print Clearly (use one form per registrant, except if spouse/guest)

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City State Zip/Postal Code Country

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Last Name of Spouse/Guest (if registering as spouse/guest) First Name MI