Title:
Crucial Compliant Conversations for the Chiropractic Office

Instructor:
Kristi Hudson, CPCO

Course Description:
Non-compliance in healthcare can have very serious, and sometimes devastating consequences. There has been an increase in auditors and investigators disguising themselves as new patients in chiropractic offices across the country. Every conversation, starting with, “How much does it cost to see the doctor?” is now under scrutiny. It has never been more crucial to know what to say and when to say it when it comes to talking to patients about finances in your office. In this fast-paced and important training session, master communicator, Kristi Hudson will take team members through sticky scenarios that are encountered in practice every day. CAs will leave this session with tips, scripts, and more confidence than ever when having these essential conversations.

1. Learn and execute techniques for effective financial communications with patients
2. Able to master discussions of patient finances in any situation
3. Gain a basic understanding of structuring and implementing a compliant financial policy
4. Become familiar with conducting a financial report of findings

Instructor will teach via lecture and the visual aid of slides. Examples will be discussed for demonstrative purposes.