

MAXIDENT SEMINAR

MARCH 10

**The Pinnacle Hotel
Harbourfront**

1133 West Hastings Street
Vancouver, BC V6E 3T3

8AM - 4PM

SEMINAR SPEAKERS

Alex Zlatin

CEO - Maxident

Craig Hayes

Dental Consultant - Dental Management Secrets

Lucia Hildebrand

Implementation Specialist - Maxident Software

Monica Trimble

Implementation Specialist - Maxident Software

THIS SEMINAR IS FOR

- Dentists
- Office Managers
- Receptionists
- Dental Business Owners
- Assistants

maxident
maxidentsoftware.com

SCHEDULE

MARCH 10

MORNING

08:00AM

Continental Breakfast
Cordova Ballroom

08:30AM

Opening introduction
with Alex Zlatin
Cordova Ballroom

09:00AM

-
10:00AM

Scheduler
with Lucia Hildebrand or Monica Trimble
Cordova Ballroom

- New features
- Unscheduled Appointment and Waiting and Short Lists
- How ties into recalls and Treatment Plans
- Cancelled appointment
- ... and more

10:00AM

Morning Break - Coffee and muffins
Cordova Ballroom

SCHEDULE

MARCH 10

MORNING

10:30AM

**Select one
per attendee**

HR and Management with Alex Zlatin and Craig Hayes

Cordova Ballroom

- MaxiManager – handy tool to manage all of your HR needs in one place.
- Ad creation and resume review
- Interviewing
- Training for new staff
- ... and more

Recall Management with Lucia Hildebrand

Salon E Breakout Room

- Tie into appointments
- Access from Schedule
- How to Update other than from Ledger
- Using reminders for more than just hygiene.
- ... and more

Charting with Monica Trimble

Salon D Breakout Room

- Predefined Notes
- Editing mappings
- Treatments Plans/ Unscheduled Appointments
- Future Treatments
- ... and more

NOON

Lunch Break
Cordova Ballroom

SCHEDULE

MARCH 10

AFTERNOON

01:30PM

**Select one
per attendee**

Patient Care, Service & Technology

with [Alex Zlatin and Craig Hayes](#)

Cordova Ballroom

- What is Customer Service and when is it needed most?
 - Patient Experience – what does it entail?
 - How can technology be leveraged to increase level of patient care and service?
 - Privacy concerns with regards to patient care and technology
 - ... and more
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Reporting for Office Managers / Owners

with [Lucia Hildebrand](#)

Salon E Breakout Room

- Efficiency Reports
 - Revenue Reviews
 - Planning Growth Through Reporting
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Treatment Plan Management

with [Monica Trimble](#)

Salon D Breakout Room

- Tie to unscheduled appointment
 - Follow-up
 - Recalling
 - ... and more
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SCHEDULE

MARCH 10

AFTERNOON

02:30 PM

Afternoon Break - Coffee and snacks
Cordova Ballroom

03:00 PM

Closing by CEO
Short panel Q & A
New and upcoming Features and Functions
Cordova Ballroom

04:00 PM

End Session

This agenda may change due to registrants' interests. In which case, we will communicate the revised one to the registrants.