The Pankey Institute

THE PANKEY ADMINISTRATIVE TEAM:
INSPIRING FRONT OFFICE EXCELLENCE
April 27 - 28, 2023

PANKEY ADMINISTRATIVE EXPERIENCE
This course has no course or educational prerequisites

HANDS-ON PARTICIPATION COURSE

Front office systems for a Pankey-trained dentist hold very specific differences compared to a typical dental office. Learning how to differentiate your practice begins and ends with the people that your patients experience as they enter and leave your office. Join us for this unique program designed with your practice in mind!

From answering the phones to crafting an intentional schedule, this course provides your administrative team with the necessary skills to support you in practicing your preferred style of dentistry.

Learning Objectives

• Experience the Pankey philosophy as a pathway to individualizing patient experiences
• Identify and create systems (i.e., strategic scheduling, phone skills, financial agreements, hand-offs) that support predictable and consistent day to day activities
• Enhance team members’ understanding of the financial engine in your practice
• Initiate high levels of team collaboration between administrative and clinical teams

Course Information

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Starts April 27th at 8:00 AM
Ends April 28th at 3:00 PM

15 Credits

$1,900

$250/night with private bath

CONTACT / REGISTRATION

Online
www.pankey.org

Phone
1800.4PANKEY
305.428.5500

Email
info@pankey.org

Faculty

Ms. Sheri Kay
Ms. Robyn Reis
Ms. Leigh Ann Faight

Faculty Bios:
www.pankey.org/faculty-speakers/department-of-education/

ADA CERP® Continuing Education Recognition Program

The Pankey Institute is an ADA CERP Recognized Provider. ADA CERP is a service of the American Dental Association to assist dental professionals in identifying quality providers of continuing dental education. ADA CERP does not approve or endorse individual courses or instructors, nor does it imply acceptance of credit hours by boards of dentistry. The Pankey Institute designates this activity for 15 continuing education credits. Concerns or complaints about a CE provider may be directed to the provider or to the Commission for Continuing Education Provider Recognition at ADA.org/CERP.
LODGING

Single Occupancy

$250 a night
with a private bath

One Club (Living Room)  Pankey Suites  One Club (Kitchen)

Faculty

Sheri Kay, RDH

Sheri Kay started her career in dentistry as a dental assistant for an “under one roof” practice in 1980. The years quickly flew by as Sheri worked her way from one position to the next learning everything possible about the different opportunities and roles available in an office. As much as she loved dentistry … something was always missing. In 1994, after Sheri graduated from hygiene school, her entire world changed when she was introduced to the Pankey Philosophy of Care. What came next for Sheri was an intense desire to help other dental professionals learn how they could positively influence the health and profitability of their own practices. By 2012, Sheri was working full time as a Dental Practice Coach and has since worked with over 300 practices across the country. Owning SKY Dental Practice Dental Coaching is more of a lifestyle than a job, as Sheri thrives on the strong relationships that she develops with her clients. She enjoys speaking at state meetings, facilitating with Study Clubs and of course, coaching with her practices.

REFUND / CANCELLATION POLICY

Most courses require a non-refundable deposit. Requests to cancel must be made in writing.

For courses under $500, payment is due in full at the time of registration. Cancellations received prior to 90 days before the start of the course will be honored minus a $50 administrative fee which is non-refundable.

Courses over $500 require a non-refundable deposit at the time of registration. The tuition balance is due 90 days prior to the start date of the course. Requests received outside of 90 days of the start of the course will be subject to forfeiture of the deposit and 50% of the course tuition, however, the remaining tuition may be transferred to another course date.

No refunds or transfers will be issued for cancellations received within 90 days of the start of the course. Please allow 3 weeks for processing of refunds. Pankey reserves the right to cancel or reschedule any course or scheduled faculty with advance notice to registrant. In no event shall Pankey be liable for any cancellation or change penalties assessed by the airlines, hotels, or other travel related expenses as a result of course date changes or course cancellations including changes related to weather, natural disasters, or other unforeseen events.

MEDIA POLICY

By registering for this course permission is hereby granted, unless a written request is received, to use any and all photographic imagery and video footage taken of the participant at this event and activities pertaining to this event, without payment or other consideration. It is understood that such materials may be published electronically or in print, or used in presentations or exhibitions. Additionally, participants’ names and contact information will be shared amongst the other participants and will be made available to the course members unless a written request is received to prohibit this sharing of information.

The L. D. Pankey Dental Foundation, aka The Pankey Institute is a nonprofit corporation organized and chartered in the State of Florida that accepts all registrants regardless of age, race, sex, creed, national or ethnic origin, and it does not discriminate on any such basis with respect to its activities, programs and policies. A copy of the official registration and financial information may be obtained from the Division of Consumer Services by calling toll free (800-435-7352) within the state. Registration does not imply endorsement, approval or recommendation by the state.