

# PUTTING THE PATIENT EXPERIENCE AT THE HEART OF YOUR PRACTICE



Attend our **FREE** Business Insight Seminars and learn how to implement a **seamless patient journey** that puts **customer care first**; enhancing their experience at every touchpoint and **optimising clinical outcomes**.

**Seats are limited, book early to avoid disappointment!**

**FREE TO ATTEND & EARN 1.5 CPD HOURS**  
FOR MORE INFORMATION OR TO BOOK YOUR FREE SEAT VISIT  
[www.softwareofexcellence.com/au/seminar2018](http://www.softwareofexcellence.com/au/seminar2018)

## WHY YOU SHOULD ATTEND?

By understanding your practice workflow from a patient perspective, this seminar offers a thought-provoking insight into the impact your processes have on your patient experience and care.

It provides an all-encompassing guide on how to set up and track a customer-centric workflow that will also benefit your team and business as a whole.

## WHO SHOULD ATTEND?

Principal Dentists, Practice Owners and Practice Managers.

## TIME

**6.00pm:** Registration and light refreshments

**6.30pm:** Seminar commences

**8.00pm:** Seminar concludes

## BUSINESS INSIGHT SEMINARS 2018

### Queensland

**Toowoomba:** Thursday 15 March

**Sunshine Coast:** Tuesday 20 March

**Cairns:** Tuesday 8 May

**Townsville:** Thursday 10 May

**Broadbeach:** Monday 11 June

**Mackay:** Wednesday 8 August

**Rockhampton:** Tuesday 4 September

**Brisbane:** Tuesday 23 October

### South Australia

**Adelaide:** Monday 29 October

### Australian Capital Territory

**Canberra:** Thursday 26 July

### Tasmania

**Hobart:** Monday 19 March

### Northern Territory

**Darwin:** Tuesday 26 June

### Victoria

**Melbourne - Forest Hill:** Monday 7 May

**Geelong:** Tuesday 24 July

**Melbourne - Dandenong:** Tuesday 28 August

**Melbourne:** Thursday 20 September

**Ballarat:** Monday 8 October

### New South Wales

**Sydney:** Monday 9 April

**Sydney - North:** Monday 18 June

**Newcastle:** Monday 23 July

**Hornsby:** Wednesday 25 July

**Coffs Harbour:** Wednesday 1 August

**Sydney - Bankstown:** Tuesday 18 September

**Parramatta:** Monday 15 October

**Wollongong:** Tuesday 16 October

### Western Australia

**Perth:** Monday 20 August

**Bunbury:** Tuesday 21 August

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