



**Bio:** If you are new to running a dental practice, get ready your notepads and pens ready! At this event we will discuss reporting and what key metrics to look for, dental insurance topics such as types of plans and how to handle insurance-driven patients, why protocols and standard operating procedures are so important, tips on managing your dental team members and as a bonus, we will discuss customer service. You will leave with a list of resources to continue with your journey.

**Bridget Fay, BBA, FAADOM is dental practice management consultant and coach, virtual assistant and author. Her multiple years of experience in the dental field (from assistant to manager) help her to coach her clients to success. She works with offices to improve their insurance processes, revenue cycles and accounts receivable systems. She has worked with multiple start-up practices, helping them establish lasting systems and helping set up software programs. Bridget is a lifetime member of the [American Association of Dental Office Managers](#), and enjoys blogging and speaking about the dental industry.**

**In her spare time Bridget can be found outside cycling, gardening or hiking. She can be reached at [Bridget.Fay9090@gmail.com](mailto:Bridget.Fay9090@gmail.com).**

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**procedures are so important, tips on managing your dental team members and MUCH MORE. There will be some bonus topics and high-level industry tidbits to take your practice to the next level!**