

Administration Foundations

Master the fundamentals of effective admin support in the healthcare sector while learning how to seamlessly integrate the tools and software your team already uses.

The **Administration Foundations Program** is designed to equip you with the essential skills, knowledge, and problem-solving strategies needed to build efficient, organized, and high-performing administrative systems tailored to your organization.

This course focuses on the core principles of effective administration, including streamlining workflows, optimizing communication, and implementing structured processes that ensure smooth, day-to-day operations. Participants will gain practical insights into time management, task prioritization, resource allocation, and team coordination — critical components of a productive work environment. Additionally, this course will guide you in drafting effective **Standard Operating Procedures (SOPs)** specific to your organization, helping you establish clear, consistent guidelines for success.

Whether you're new to administration or looking to enhance current practices, this course will provide you with the foundational tools needed to improve operational efficiency, reduce errors, and foster a seamless, well-organized work environment.

RESULTS-FOCUSED

Build a strong admin foundation and learn how to make the most of the systems you already have — smarter processes, smoother days.

PRACTICAL & ENGAGING

Foundations first, tools second — we'll help you sharpen your core admin skills and bring clarity to the tech you already rely on.

Admin success starts with strong foundations — and we'll help you make your current systems work even better.



Our courses are offered in a variety of formats, including in-person or remote workshops, and can be customized to fit the needs of your organization.



Visit www.kealconsulting.com to view upcoming events in your area, or contact us to learn how we can bring these transformative trainings directly to your organization.

Let's work together to unlock your team's potential and elevate your organization to new heights!

Course Content

This course consists of 24 modules and will provide you with the basic tools you need to perform the tasks of a dental administrator:

- ▶ **MODULE 1**
Job Description and Checklist
- ▶ **MODULE 2**
Patient Flow
- ▶ **MODULE 3**
Greetings
- ▶ **MODULE 4**
Practice Policies
- ▶ **MODULE 5**
Referrals
- ▶ **MODULE 6**
New Patients
- ▶ **MODULE 7**
Confirmations
- ▶ **MODULE 8**
Managing Cancellations
- ▶ **MODULE 9**
Notes
- ▶ **MODULE 10**
Understanding Insurance
- ▶ **MODULE 11**
Insurance Breakdowns
- ▶ **MODULE 12**
Insurance Estimate Process
- ▶ **MODULE 13**
Patient Handoff
- ▶ **MODULE 14**
Patient Completion (Exit)
- ▶ **MODULE 15**
Adjustments and Refunds
- ▶ **MODULE 16**
Outstanding Treatment
- ▶ **MODULE 17**
Follow Ups
- ▶ **MODULE 18**
Inactivations
- ▶ **MODULE 19**
An Effective Recare Program
- ▶ **MODULE 20**
Daily Strategy Session
- ▶ **MODULE 21**
Schedule Management
- ▶ **MODULE 22**
Accounts Receivable
- ▶ **MODULE 23**
Day End Process
- ▶ **MODULE 24**
Month End & Year End Processes



Our courses are offered in a variety of formats, including in-person or remote workshops, and can be customized to fit the needs of your organization.



Visit www.kealconsulting.com to view upcoming events in your area, or contact us to learn how we can bring these transformative trainings directly to your organization.

Let's work together to unlock your team's potential and elevate your organization to new heights!