



# **GNHAMA Friday Workshop**

## **July 30, 2010**

### **Bay Area Hospital**



Theme: **LOVE**

Things staff **LOVE**...celebrations

Things staff **LOVE** to hate...collections



Is your facility collecting every dollar that it can from your patients prior to their service? Are all of your staff trained and comfortable asking patients for money? Do you currently collect every copay, co-ins and deductible for all services? If you answered no to any of these questions, you're not alone. Please come and enjoy our guest speaker Brian Watkins who is the president of Southern Oregon Credit Service Inc. Brian has presented many topics and training for front line staff, point of contact, office policies, how to feel good about asking for money, what to say and how to say it and what all of this should look like. Plus he's the president of a collection agency. Come and hear from the horse's mouth some tips, tricks and insight to collections.

Did you say celebrations? Yes I said celebrations. Who has money to celebrate these days? Well, you don't need a lot of money to celebrate, just a little creativity. Come and hear some practical yet fun celebration ideas that you can take back to your department and try. Also, please come prepared to share some of the fun ways you've celebrated at your facility.