



Dynamic Team Concepts

Course Preparation Materials

Congratulations! Welcome to the exclusive LVI Family.

Welcome

Dear Team Member,

It is my great pleasure to welcome you to *Dynamic Team Concepts* at the Las Vegas Institute for Advanced Dental Studies. The LVI team is devoted to making your visit with us a pleasant and enjoyable experience. Our goal is to provide you with a well-rounded variety of information that will support and facilitate a process in taking the practice to the next level.

We view our relationship with the team members with a deep sense of responsibility. A major part of that responsibility is to help our team members understand and plan for the future of the practice. In turn, we are asking you to accept the responsibility to relay the information and strategic plans you have heard and formulated back to your Doctors. Due to the fact that your Doctors will be involved in technical and clinical lectures, they are relying on you to develop a plan for support.

Our strong belief in the ongoing need for cross training all team members motivates us to have everyone participate in all lectures, even though they may not be within your specific job description.

We look forward to meeting and working with you. If at any time you are in need of assistance, let us know.

Enthusiastically,



Sherry Blair, CDA
LVI Team Director

Travel Information

For all of your travel arrangements, please call Jeri our in-house travel manager, LVI Travel at (877) 805-3388. LVI Travel will introduce you to the most attractive hotel, airfare and car rentals available in Las Vegas. **Ask about our special rates in Summerlin The Red Rock Resort and Spa, JW Marriott Resort and Spa, and The Suncoast Hotel and Casino and the non-gaming Trump Towers on the strip**

Travel expenses are not included in your tuition.

Course Change & Cancellation Policy

Registration fees are non-refundable and must be exercised within two years. LVI Global, LLC (“LVI”) reserves the right to cancel courses 60 days prior to the scheduled date of a course or activity. Should LVI cancel a course or activity, LVI will apply the full value of any deposits and fees related to said course or activity to future LVI course or activities. Should LVI cancel a course or activity, you may also have the option of having the deposits returned to you. Fees remain non-refundable but, may be reapplied to another course or activity. LVI will not be responsible for any other fees, costs or consequential damages associated with canceling this LVI course or activity with the exception of non-refundable transportation or accommodation fees booked through LVI Travel. For courses requiring a live-patient, the treating Doctor must bring a patient of record. During courses conducted at LVI, I understand that photographs or video may be taken of me for educational and marketing purposes. I hold harmless LVI for any liability resulting from this production. I waive any right to inspect the finished production as well as advertising materials in conjunction with these photographs. I understand that I may receive marketing materials as a result of my attendance. In addition, by my signature on this form, I authorize LVI or its partners to contact me via mail, facsimile or email.

Change/Cancellation/Postponement Policy:

- A change, cancellation or postponement of course date is not complete without your required signature and date.

(The following do not apply if moving from TBD status to date selection)

- If change, cancellation, or postponement is received 60-90 days prior to registered course, 25% of the course fee will be forfeited.

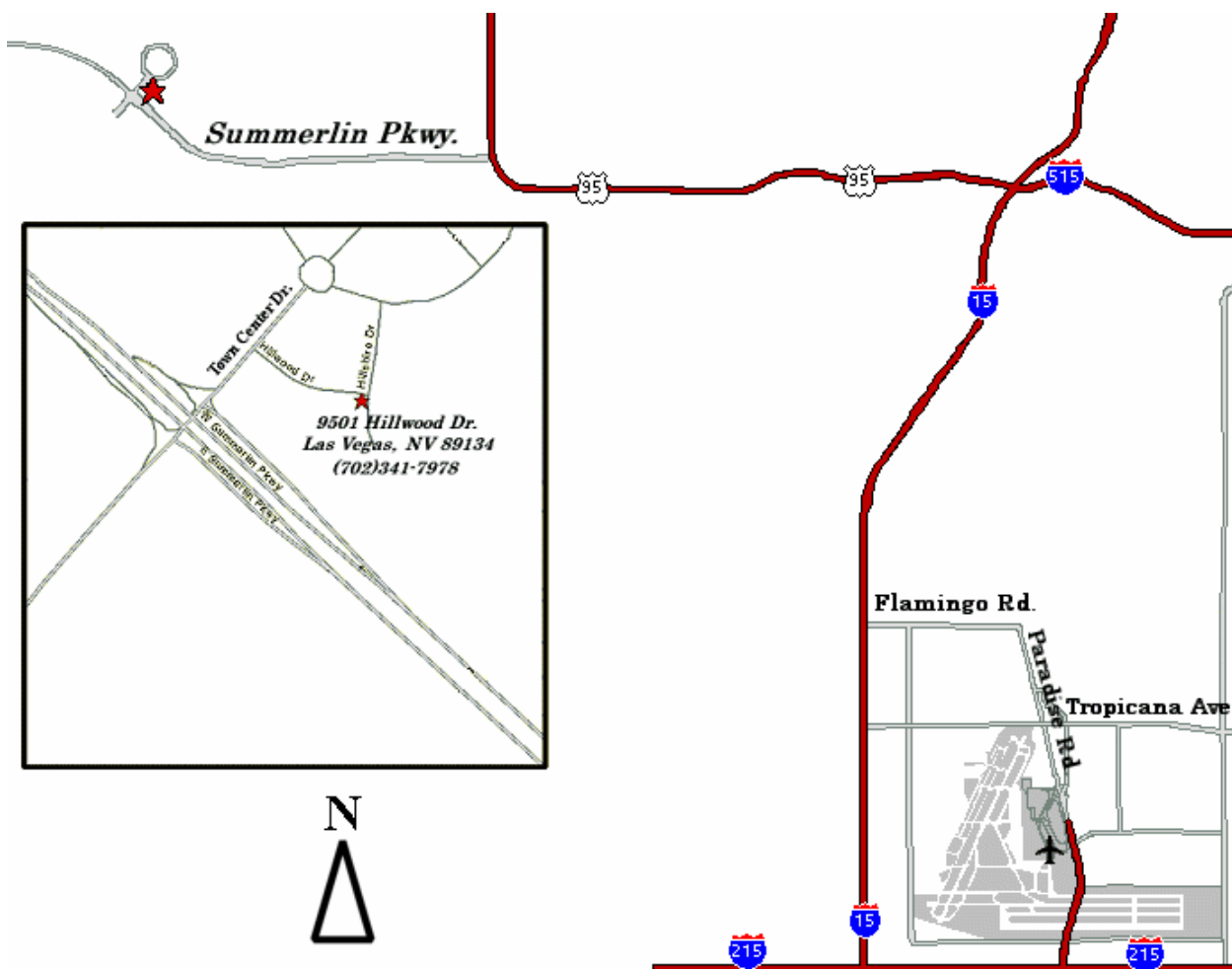
- If change, cancellation, or postponement is received within 60 days, 50% of the course fee will be forfeited.

- If change, cancellation, or postponement is received less than 30 days prior to your registered class, 100% of the course fee will be forfeited.

Directions to LVI

Directions: McCarran Airport/Strip to LVI (Las Vegas Institute)

- Take the airport connector to **Paradise Road** head north to **Tropicana Ave**
- Make left turn on Tropicana to **I15 North** (right turn)
- Continue North to **I95 North** exit (head West toward Reno/Tonopah)
- Take the **Summerlin Parkway** exit
- Continue West and exit at **Town Center Drive**
- Turn right at the stop light onto **Town Center Drive**
- Take an **immediate** right at the first street (**Hillwood**)
- The institute is located on the right hand corner of **Hillwood** and **Hillshire**
- Address: **9501 Hillwood, Las Vegas, NV 89134**
Phone: (888) 584-3237 or (702) 341-7978



Proposed Course Schedule

*This is a general outline of the lectures that will be offered during the course.
Please note: lecture topics and times are subject to change.*

Session One: Prep Week

Day 1

- 8:00 Introduction - Meet the Faculty (w/Adv)
- 9:00 Why the Aesthetic Practice - Understanding the Business of Dentistry
- 10:15 Break
- 10:30 Smile Design
- 12:30 Lunch & Learn w/ Clinic Staff for Clinic Orientation**
- 1:00 Team Kickoff – Who Moved My Cheese
- 2:00 Successful Team Meetings
- 3:00 Break
- 3:15 Taming the Insurance Monster
- 3:15 RDHs May Join LVI Comprehensive Hygiene
- 3:15 RDHs May Join Impressions & Temporaries the LVI Way
- 5:00 Welcome Cocktail Reception

Day 2

- 8:00 The Power of Dentistry and Your Future
- 9:45 Break
- 10:00 Perfecting Case Acceptance
- 12:00 Lunch**
- 1:00 Perfecting Case Acceptance (cont.'d)
- 3:00 Break
- 3:15 Occlusion Signs & Symptoms
- 5:00 End of Day

Day 3

- 8:00 Effective Communication
- 9:00 Break
- 9:15 Influencing Patient Acceptance
- 11:00 The Positive Presentation
- 12:00 Lunch**
- 1:00 Patient Care Meetings
- 2:15 Break
- 2:30 Implementation Strategies: Action Plan
- 4:15 The Ultimate Conclusion
- 5:00 End of First Session

Session Two: Seat Week

Day 4

- 8:00 Patient-Centered Practice #1
- 9:15 Break
- 9:30 Patient-Centered Practice #2
- 10:45 Break
- 11:00 LVI Marketing
- 12:00 Lunch**
- 1:00 Implementation Celebration
- 2:00 New Patient Experience/Existing Patient Experience
- 3:15 Break
- 3:30 Marketing From Within
- 5:00 Welcome – Back Cocktail Reception

Day 5

- 8:00 Staff Motivation: How to get your Team to Think like an Owner
- 9:30 Break
- 9:45 Making Dentistry Affordable
- 10:45 Assistants may join Rapid Cementation Technique
- 12:00 Lunch**
- 1:00 Care Credit
- 1:45 Effective Handoffs - Transfer of Power
- 3:00 Break
- 3:15 Scheduling for Success
- 5:00 End Of Day

Day 5

- 8:00 Achieving Extreme Success
- 9:00 Break
- 9:15 Relationships in Aesthetics & Health
- 12:00 Lunch**
- 1:00 Implementation Strategies
- 2:15 The ABC's of Team
- 2:45 Break
- 3:00 Doctor Mentorship
- 4:00 Mentoring & Wrap Up with Doctors
- 5:00 Cocktail Reception
- 5:30 Celebration & Case Presentation – Do Not Miss!!!

Frequently Asked Questions

Q: What is the weather like in Las Vegas?

A: In the winter months (December through mid-March) temperatures range from lows around 15 degrees with highs up to 60 degrees. In spring (mid-March through May) the weather is nice with highs between 70-80 degrees. Summer months (June through mid-September) are hot, highs up to 110 degrees, with nice warm summer nights. In the fall (mid-September to November) it cools down with temperatures back around 70-80 degrees.

Q: What should I wear when I come to LVI?

A: Business casual. We tend to keep the building cold so you might want to bring a light sweater.

Q: Is food served at LVI?

A: A continental breakfast is served at 7:30 each morning and lunch is provided each afternoon. Snacks are also available throughout the day.

Q: How far is the Las Vegas Strip from LVI?

A: Approximately 12 miles. It could take up to 30 minutes with traffic.

Q: Do you provide transportation to LVI?

A: LVI provides transportation *only* from the J.W. Marriott, The Red Rock and the Suncoast Hotel. Check with the Bell Stand for pick up times on course days.

Q: If I take a cab, what do I tell the driver?

A: Take I-15 north to I-95 North to Summerlin Parkway. Exit right on Town Center Blvd and take the first right on Hillwood Dr. (see "Directions to LVI" in this booklet for more detailed directions).

Q: Where do I check-in when I first arrive at LVI?

A: You must check-in on the first day of your course in the Hillwood Building (the main building). However, breakfast will be served in the dining hall located in the Hillshire Building (the new building).

CE Information

Important Information Regarding Your Continuing Education Credits

How Many CE Hours Can I Expect to Receive From This Course?

After completing this program, you will receive a verification letter of the appropriate AGD approved continuing education hours. These credits represent the lecture and participation portion of the course. **Your AGD number must be on file at LVI in order for us to file your education credit hours with the AGD.** You are required to complete information regarding AGD number and membership on the sign in sheet for each course. If that information is not completed, your education hours will not be sent to AGD.

When Will I Receive My CE Credits?

Your CE form will be presented along with your plaque. Please copy the form and submit it to your governing agency.

Does LVI Submit My CE For Me?

Yes but only if you provide us with your AGD membership verification and your AGD number. It is your responsibility to keep the letter indicating your credits on file in your office and, if necessary submit your CE hours to the appropriate organization (i.e.: your state/territory, etc.).

What Happens If I Lose My CE Form?

Once you receive your CE forms, hold on to your originals and send copies when submitting your CE hours. If your original letters are misplaced, LVI must charge a \$30.00 processing fee for necessary research. Replacement CE letters can take up to 3 weeks to receive.

Educational Activity Objectives:

Upon the completion of this course, participants should be able to:

1. Understand aesthetic restorations.
2. Discuss occlusal philosophies with regard to aesthetic restorations
3. Understand smile design and essential lab communications
4. Create improved case acceptance
5. Identify how to better communicate using DISC behavioral profile
6. Effectively address insurance and implement fee for service dentistry
7. Understand the concept of the patient centered practice
8. Understand the team concept and effective hand-off transfer of power.