



# THE PANKEY ADMINISTRATIVE TEAM: INSPIRING FRONT OFFICE EXCELLENCE

February 6 - 7, 2025



## THE PANKEY ADMINISTRATIVE TEAM

*This course has no course or educational prerequisites*

### LECTURE PARTICIPATION COURSE

Front office systems for a Pankey-trained dentist hold very specific differences compared to a typical dental office. Learning how to differentiate your practice begins and ends with the people that your patients experience as they enter and leave your office. Join us for this unique program designed with your practice in mind!

From answering the phones to crafting an intentional schedule, this course provides your administrative team with the necessary skills to support you in practicing your preferred style of dentistry.

### LEARNING OBJECTIVES

- Experience the Pankey philosophy as a pathway to individualizing patient experiences
- Identify and create systems (ie: strategic scheduling, phone skills, financial agreements, hand-offs) that support predictable and consistent day to day activities
- Enhance team members' understanding of the financial engine in your practice
- Initiate high levels of team collaboration between administrative and clinical teams

## COURSE INFORMATION



The Pankey Institute



Starts February 6th at 8:00 AM  
Ends February 7th at 3:00 PM



16 Credits



\$2,150



#### SINGLE OCCUPANCY

\$345/night with private bath

#### DOUBLE OCCUPANCY

\$515/night with private bath

## FACULTY



Ms. Leigh Ann Faight



Ms. Robyn Reis

### Faculty Bios:

[www.pankey.org](http://www.pankey.org)

## CONTACT / REGISTRATION

#### Online

[www.pankey.org](http://www.pankey.org)

#### Phone

1800.4PANKEY  
305.428.5500

#### Email

[info@pankey.org](mailto:info@pankey.org)

**ADA C.E.R.P.**® | Continuing Education  
Recognition Program

The Pankey Institute is an ADA CERP Recognized Provider. ADA CERP is a service of the American Dental Association to assist dental professionals in identifying quality providers of continuing dental education. ADA CERP does not approve or endorse individual courses or instructors, nor does it imply acceptance of credit hours by boards of dentistry. The Pankey Institute designates this activity for 16 continuing education credits. **Concerns or complaints about a CE provider may be directed to the provider or to the Commission for Continuing Education Provider Recognition at ADA.org/CERP.**



## LODGING

### Single Occupancy

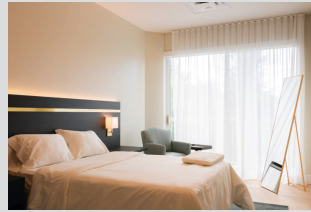
\$345 a night  
with a private bath

### Double Occupancy

\$515 a night  
with a private bath



One Club (Living Room)



Pankey Suites



One Club (Kitchen)

## Faculty

### Leigh Ann Faight

With more than 22 years in dentistry under her belt, from assistant, to RDH, to finally practice coach and consultant, Leigh Ann, (aka, LA) has always had a drive to help leaders and dental teams improve and grow.

Leigh Ann is the owner and lead coach at Upstream Dental Practice Coaching. She believes the secret to building good systems and even better teams is to go Upstream and find the source of the problem. Her work with leaders and teams is centered around finding ways to cut through the complexities holding you back so you can make forward progress. She focuses on these operational areas of practice management: team culture, conflict resolution, business strategies, goal setting, data tracking, leadership, and overall dental practice development and performance.

Outside of the dental world, LA is mom to 2 grown children and a wonderful grand baby - Oaklyn. Her favorite things include cooking for the people she loves, being outdoors, hiking, biking and spending time with her husband and fur-baby.

### Robyn Reis

Robyn Reis brings over 23 years of dental industry experience to her clients in practice management, HR, marketing & communications, laboratory sales and practice coaching. She is currently a certified HR Consultant with Bent Ericksen & Associates, VP of Coaching & Hiring for All-Star Dental Academy, and owner of RJR Dental Management. She has authored numerous articles, blogs and courses on practice management topics as well as lecturing around the country on employment compliance for dentists. In addition, Robyn is an active member of the Society for Human Resource Management (SHRM). Robyn is the proud parent of an Ohio State University sophomore, a high school junior and a rescue mutt named Sophie. She and her family live and play in NE Ohio.

## REFUND / CANCELLATION POLICY

For courses under \$500, payment is due in full at the time of registration. Cancellations received prior to 90 days before the start of the course will be honored minus a 5% administrative fee which is nonrefundable.

Courses over \$500 require a \$1,000 non-refundable deposit at the time of registration. The tuition balance is due 90 days prior to the start date of the course. Requests to cancel must be made in writing. Please allow 3 weeks for processing of refunds. Requests received prior to 90 days before the start of the course will be subject to forfeiture of the deposit and 5% administrative fee of the remaining course tuition, however, the remaining tuition may be transferred to another course date.

No refunds or transfers will be issued for cancellations received within 90 days of the start of the course. Pankey reserves the right to cancel or reschedule any course or scheduled faculty with advance notice to registrant. In no event shall Pankey be liable for any cancellation or change penalties assessed by the airlines, hotels, or other travel related expenses as a result of course date changes or course cancellations including changes related to weather, natural disasters, or other unforeseen events.

If you are paying towards the registration of another dentist please be aware that once you gift the funds or your pre-paid credit, they are the property of the person to whom you have gifted them. Any refunds or transfers will only occur at the request of the person registered and be issued to them.

## MEDIA POLICY

By registering for this course permission is hereby granted, unless a written request is received, to use any and all photographic imagery and video footage taken of the participant at this event and activities pertaining to this event, without payment or other consideration. It is understood that such materials may be published electronically or in print or used in presentations or exhibitions. Additionally, participants' names and contact information will be shared amongst the other participants and will be made available to the course members unless a written request is received to prohibit this sharing of information.

The L. D. Pankey Dental Foundation, aka The Pankey Institute is a nonprofit corporation organized and chartered in the State of Florida that accepts all registrants regardless of age, race, sex, creed, national or ethnic origin, and it does not discriminate on any such basis with respect to its activities, programs and policies. A copy of the official registration and financial information may be obtained from the Division of Consumer Services by calling toll free (800-435-7352) within the state. Registration does not imply endorsement, approval or recommendation by the state.