

# Free Webinar “Front End Patient Collections: The Why, Where, What, When and How”

I am very pleased to be the speaker for a free webinar sponsored by **Integrated Healthcare Systems**. The webinar will be on one of my favorite topics – front-end patient collections – and will air live on Tuesday, May 11th, at 2:30 Eastern time.

## Topics I will address include:

”¿ WHY would a practice move from a back-end collections strategy to a front-end strategy?

”¿ WHERE does patient education fit into the patient collections program?

”¿ WHAT can be collected at the time of service: co-pays, co-insurance, deductibles, estimates and deposits?

”¿ WHEN should a practice use technology to improve time-of-service collections?

”¿ HOW can managers train staff to overcome their fear of talking to patients about money?

Attendees will have the opportunity to purchase my book, “30 Days to a Front-End Patient Collection Program” for a special promotional price.

Register [here](#) for the webinar.