

## My experience with AADOM and the Portland AADOM Chapter

I admit that I knew very little about AADOM when my front office manager, Betsy, asked my thoughts on her joining. After doing some initial research, it seemed the benefits of being a part of this group would vastly outweigh the minimal costs. As with any continuing education endeavor, there are tangible and intangible benefits to both the attendee, and to the rest of the practice.

Intangibly, I can see numerous benefits in my own practice. Betsy comes back to the office energized from each meeting, full of new ideas that we can add to the practice as well as ways to improve the systems that we already have in place. At chapter meetings, she can meet with other managers as a support group to discuss changes happening in dentistry and to come up with solutions to our everyday problems. This allows me to spend my time where I am most productive-in the operator. Additionally, she has opportunities to meet directly with different vendors to determine whether their products will fit the practice before we sign any contracts. I have chosen vendors in the past that have been a complete failure, and I have overpaid for services and products without knowing there was a less costly, better alternative. The resources that she has available to her through AADOM have helped us eliminate those failures.

Measurable benefits are very compelling, and much more easily highlighted. Since her participation with AADOM, our practice has seen a 33% increase in production, 99% collections in accounts receivable with uncollectable accounts at less than .01%, improved 'perfect day' scheduling to significantly reduce wasted appointment times, reduction of in-network insurance adjustments to less than 5% annually, and we are always ahead of the game with changing laws and guidelines.

I would contend that having a front office employee that leads your team, and excels in AR, marketing, budgeting, social media presence, interoffice communication, patient interaction, and customer service will ensure the health of your practice whether you are a specialty, or a general dental office like mine. I am definitely pleased with everything that membership with the Portland AADOM Chapter has provided and will provide in the future.

Regards,  
Ryan F. Mueller, DMD