

Curriculum Vitae

Maria M. Menendez

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WORK EXPERIENCE:

IDEC Seminars, Inc.
Practice Management Instructor and Implementation Specialist
February 2008 to Present

Professional Dental Consulting, Inc.
Practice Management Consultant
2003 – Present

Gables Perfect Smile, Inc.
Gloria A Ospina & Associates
Office Administrator / Senior Dental Hygienist
2003 – 2007

Dental Hygiene Position:

- Rendered ***Dental Hygiene*** Services the first two years 32 hours per week.
- I accepted the promotion to the position of Office Administrator, yet still rendered Dental Hygiene services as needed until 2007.

Office Administrator Position:

- Act as a liaison between Owner and team for routine matters such as time off, schedule changes, questions about policies and procedures, special projects, etc.
- Act as a liaison between Doctor and patients, colleagues and the public as requested.
- Handles problems prior to consulting with the Owner.
- Initiates policy (with Owner's approval) and distributes to team.
- Evaluate the quality of office system already in place, and plan strategies for those that do not work.
- Meets annually with the Owner to summarize the past year and anticipate the next.
- Meets regularly with the Owner to set production goals, plan budgets and adjust office systems appropriately.
- Monitors statistics to ensure that the office is viable, prosperous and expanding.

- Responsible for seeing stats are recorded onto graphs, and that each team member has their own graphs that are current and posted.
- Ensures and encourages good communication between team and Doctor/Owner.
- Hires or dismisses team (with Owner's approval).
- Maintains all personnel files & sets team schedules.
- Conducts team meetings in conjunction with Owner.
- Conducts job reviews in conjunction with Owner.
- Develops training programs to continually upgrade the knowledge of the team.
- Establishes team bonus systems in conjunction with the Owner.
- Responsible for seeing to it that each team member understands and follows job descriptions and policies, and that they receive appropriate correction when necessary.
- Educates the team in the mechanics of new systems, arranges for training, gains team allegiance to practice goals.
- Sees to it that, in the case of an absent team member, the position is covered appropriately.
- Records daily statistics and compiles weekly and monthly statistics.
- Educates patients whenever possible and appropriate and ensures that all team members are educating patients.
- Oversees that new patient intake is done fully and that old patients are reactivated.
- Responsible for smooth and efficient flow of patients and the handling of any situation which is slowing down or stopping the flow.
- Responsible for accurate balancing of all office transactions (patient accounts, checkbook, daily and monthly bookkeeping, petty cash.).
- Sees that the payroll is timely and accurate.
- Keeps team and Doctor/Owner informed of all pertinent dates such as seminars, job reviews, holidays, etc.
- Responsible for travel arrangements, accommodations, and registration for seminars, meetings, etc., that Doctor and/or team will be attending.
- Close the deposit for the day; make sure petty case has enough change for the next day; and use the log sheet in the petty cash box to log money in and out. Even if it's the doctor. Have the doctor signed it at the end of the day.

Dental Arts of Sunset

Julio Rodriguez, DDS

Registered Dental Hygienist & Hygiene Consultant (Part-Time)

May 2003 – September 2003

Dental Hygiene Position:

- Rendered Dental Hygiene Services to all Patients of the Practice.
- Organized the dental hygiene department with new protocols.
- Assisted front desk with ideas for Practice Management Growth.

Maria-Dolores Hayeck, DDS
Office Manager
1998 - 2001

- Treatment plan creation & presentation
- Financial arrangements with patients
- Check and send claims electronically and manually when necessary with corresponding letters and x-rays.
- Follow up with account past due
- Follow up with Insurance past due
- Print daily sheets and monthly reports
- Open insurance and patient payments and post in computer. If a patient has a co-pay that was not paid in advanced then bill the patient with a copy of the E.O.B.
- Help keep all employee evaluations up-to-date and with current and accurate information on work performance.
- Open and read specialist reports and check if patient needs to make an appointment or if the doctor needs to read the report.
- Make sure all the supplies in front desk is organized and in stock.
- Send out Monthly statements
- Read educational information that is send by insurance and new up dates in the dental field.
- Enter all new data into computer programs
- Follow up with OHS supplements once per month.
- Make new forms requested by the Doctor and/or by demand.
- On a daily basis make sure that every team member is doing what they are responsible for.
- Transformed the office, from completely paper depend, to using computers and corresponding computer programs: Easy Dental & QuickBooks and Internet.
- Train front desk team how to work with production blocked scheduling.

Le Jejune Dental Care, Inc.
Gloria A. Ospina, DDS
Office Manager
1994 – 1998

- I began in the Front Desk and I was promoted before I completed my 1 year of employment, as the office manager.
- This practice had just opened its doors; therefore we began from having only family & friends and learning how to market the practice working our way up.
- I learned how to build a practice from scratch by having hands on experience with

- marketing, advertisement, and many other practice management duties.
- Learned how to do all the tasks of a front desk team, Office Manager Duties, Accounts Manager duties, Patient Coordinator duties, and Receptionist duties.
- The office grew to have one full time hygienist and we hired a Receptionist/Patient Coordinator.
- I Worked with Easy Dental, Intra-Oral camera, digital x-rays & QuickBooks.
- Treatment plan creation & presentation
- Financial arrangements with patients
- Check and send claims electronically and manually when necessary with corresponding letters and x-rays.
- Follow up with account past due and Insurance past due
- Print daily sheets and monthly reports
- Accounts Receivable & Accounts Payable
- Help keep all employee evaluations up-to-date and with current and accurate information on work performance.
- Open and read specialist reports and check if patient needs to make an appointment or if the doctor needs to read the report.
- Make sure all the supplies in front desk is organized and in stock.
- Send out Monthly statements
- Read educational information that is send by insurance and new up dates in the dental field.
- Enter all new data into computer programs
- Make new forms requested by the Doctor and/or by demand.
- On a daily basis make sure that every team member is doing what they are responsible for.
- Transformed the office, from completely paper depend, to using computers and corresponding computer programs: Easy Dental & QuickBooks and Internet.

EDUCATION

Miami-Dade Community College- Medical Center
Associates in Science – Registered Dental Hygienist
2001 to 2003
Currently licensed

Miami-Dade Community College
Associates in Arts
1993 to 1995

CERTIFICATIONS & TRAINING COURSES

Hollander Consultants Management Services
2005 to 2007

- A. Management by Statistics
- B. Financial Success “A time to Plan”

C. Graduate Seminar 4- Organization Executive Course, Volumes zero through seven.

- ▶ Practice Assessment:
 - a. Purpose
 - b. Front desk
 - c. Treatment
 - d. Dental team training
 - e. collections
 - f. Patient & Employee Retention strategies
 - g. Financial Status of the Practice
 - h. New Patient Intake
 - i. Executive / Administrative Responsibilities

- ▶ Affluence Attainment
- ▶ Ideal Scene vs. Existing Scene
- ▶ Action of Different Formulas
- ▶ Team Situations & Handling them
- ▶ Forms needed in order to communicate
- ▶ The cycle of action
- ▶ Creating weekly/monthly/quarterly check lists with Office Manager
- ▶ Master Executive Implementation Program

D. Management Services: Job descriptions for each post in a dental practice.

E. Executive Basics:

1. The Good Executive
2. Executives & Production
3. Qualities of Leadership

F. Formulas for Business Success

MCKENZIE MANAGEMENT & ASSOCIATES
1998, 1999, 2001

- ▶ Performance Measurements
- ▶ Building a Successful Recare System
- ▶ Cash Flow Management
- ▶ How to Hire the Best Employee
- ▶ Redesigning your systems to PROSPER in ANY economic environment.
- ▶ The Hidden Signals of Practice Erosion
 - a. Decline in Production
 - b. Increase in outstanding accounts receivables
 - c. Scheduling delays, cancellations
 - d. Decrease in Patient Retention
 - e. Staff issues are NOT addressed on time

WORLD CLINICAL LASER INSTITUTE
2006

- ▶ Certified to use “Diode Lasers”

CROSS COUNTRY EDUCATION
2007

- ▶ CDT 2007-2008 Dental Coding & Reimbursement

DENTOX CONFRENCES – BOTULINIUM TOXINS FOR DENTISTRY
by Howard Katz, D.D.S.
New York – 2006

- ▶ Certified in the state of New York how to prepare & administer Botox Type A for Dentistry.
Areas of hands on knowledge for the following reasons:
 1. TMJ – Temporal Mandibular Joint Dysfunction
 2. Migraines
 3. Severe Grinding/Clenching Disorders

PADGETT THOMPSON
1997

- ▶ Assertiveness Skills for Managers & Supervisors
- ▶ InQ – Your Thinking Profile
- ▶ Appointment book block scheduling

KEYE: KEYE PRODUCTIVITY CENTER
1999

- ▶ Counseling Employees with Attitude Problems

AMERICAN MANAGEMENT ASSOCIATION
2000

- ▶ Basic Supervision
- ▶ Guidelines for Managing Others assisted with personality test.
- ▶ Personal Inventory – “Planning for On-The-Job Growth”
- ▶ Supervisor’s Self-Target for Skill building
 - a. Managing Time
 - b. Delegating Work
 - c. Setting Goals
 - d. Solving Problems as they arise

AAPC: AMERICAN ACADEMY OF PROFESSIONAL CODERS
“COLLECT FROM PATIENTS & INSURANCE COMPANIES”
2001

- ▶ Avoid Insurance stalling tactics
- ▶ Collect from patient up front
- ▶ How to get paid more by HMO & PPO insurances
- ▶ Effective Collection Calls
- ▶ Know where you stand “Legally” with patients and insurance companies
- ▶ Have payment options for your patients

CPR – Healthcare Provider Certification expires 2/2010

TMC- TOTAL MEDICAL COMPLIANCE
Certified on April 2007

- ▶ OSHA Training & up dates on daily exposures to dental professionals
- ▶ Advises of new protocols as they are up dated throughout the year.

Professional Memberships and Affiliations

- ▶ ADHA – American Dental Hygiene Association - 2001 to present
- ▶ AADC- American Association of Dental Consultants – 2003 to present
- ▶ Cambridge “Who’s Who” – 2007 to present
- ▶ FDA – Florida Dental Association – 2008

Skills:

- ▶ Microsoft Office (All programs in it)
- ▶ Eaglesoft, Dentrax, Easy Dental, Soft Dental, and Practice Management - Dental Softwares
- ▶ Digital Xrays (with & without Sensor)
- ▶ Intraoral Cameras (different brands)
- ▶ Diagnodent – KAVO
- ▶ Diode Laser for Soft tissue treatment
- ▶ QuickBooks Pro 2007
- ▶ Neat Receipts Professional
- ▶ Computer programming & networking (limited)

LANGUAGES:

- ▶ English / Spanish / Portuguese (limited)

REFERENCES UP REQUEST ONLY