



Create
the
**truly
exceptional**
patient
journey

Join our exclusive Internal Marketing Online Team Training platform. At Practice Max we understand that your team has an enormous impact on the satisfaction and retention of your patients.

Creating a remarkable customer experience does not happen by accident. It occurs through a carefully designed, executed and systemised process which delivers the experience you want for your patients.

We support teams to plan and execute a truly exceptional service experience that your patients will remember ...and talk about...for all the right reasons.. for years to come.

Our specialist service includes:

- 12 months online access to the Dr Jesse Green Internal marketing online team training resource platform;
- Telephone support for you and your team during business hours;
- 3 induction sessions via video conferencing to support you or your designated manager in using the platform;
- Design of a tailored 6 month plan for effective training delivery at your team meetings.

Access the resource vault 24/7, anytime, anywhere online. You will have support and guidance. It's team based.... leaving you to do other things!

Join the Practice Max - Dr Jesse Green Internal Marketing Online Team Training Platform today. Phone our team on 1300 66 83 84 or email pa@drjessegreen.com for more information and discuss our truly affordable pricing!

Our Internal marketing online team training resource vault is loaded with tools that are easy to find, download and implement such as videos to use at team meetings, action checklists, worksheets and phone, email and letter scripts and templates covering real life patient scenarios.

You can train your team to truly nurture your patient relationships and drive more dollars to your bottom line.

Training resources include :

- planning and design - strategy vs tactics
- all facets of patient retention.
- handling tricky topics such as preventing cancellations
- building loyalty and trust - relationships that last
- using the PIF to create happy decisions
- mapping touch points
- building value
- creating and building community
- securing and retaining new patients

