

Dear Clients & Friends,

Please join us on Wednesday, March 12 from 8:00am-9:30am



**GRASSI HEALTHCARE
CONSULTING, LLC**

**“Communicating for Success:
How to wow your patients and grow your practice”**

Running a successful medical practice today is an imposing challenge. Billing, staffing and scheduling are among the many challenges you face as a professional managing a medical office. When it comes to the overall success and profitability of a practice however, perhaps the **most important challenge is patient relations.**

Grassi Healthcare Consulting, a division of Grassi & Co., CPAs, is proud to offer a **free seminar** for medical practice managers: **“Communicating for Success: How to wow your patients and grow your practice”** at our office on **Wednesday, March 12th from 8:00am to 9:30am in Suite S-265.**

The session will be led by a friend of the firm, nationally renowned trainer and sales consultant **Adrian Miller**, author of “The Blatant Truth: 50 Ways to Sales Success.” Participants in the program will leave the session with techniques and skills that will enable them to:

- **Provide a higher level of customer service** to patients thereby ensuring excellent **"word of mouth"** and reduced patient attrition
- Better manage patient relations and **reduce number of patient complaints** and problems that result from administrative and non-medical issues
- Use communications skills to help **ensure professional** (and pleasant) **interactions with patients**
- **Reduce stress** and interoffice tension that results from patient dissatisfaction

Please mark your calendars and join us for this valuable session.

To register, call or email Nancy Vigorito at 516-336-2459 or nvigorito@grassicpas.com and RSVP.

We look forward to meeting you and having a great session!

Sincerely,

John V. Pellitteri, CPA, Partner
Grassi & Co., CPAs & Success Consultants
Partner-in-Charge, Grassi Healthcare Consulting, LLC

Quick Facts:

Where: 2001 Marcus Avenue, Suite S-265

When: Wednesday, March 12
from 8:00am-9:30am

What: Complimentary seminar for Medical Practice Managers: *Communicating for Success*

Who: Grassi Healthcare Consulting, a division of Grassi & Co., CPAs

Why: To help medical practices succeed in the ever-changing healthcare marketplace