



**SEMINAR EVALUATION  
COLLECTIONS 301**

Please circle the number that represents your rating of the seminar.

	<u>Excellent</u>	<u>Good</u>	<u>Average</u>	<u>Fair</u>	<u>Poor</u>
How valuable were the ideas and concepts you heard today?	5	4	3	2	1
How effective was the instructor and the materials?	5	4	3	2	1
How would you compare today's session to other sessions on this subject?	5	4	3	2	1

What ideas presented today did you find most valuable?

How to ask for copays / deductible

What new methods did you learn today that you can utilize and /or what else should we cover?

The way we approach patients for their copays / deductible

What was the best feature of this seminar and what can we improve? The Seniors

How can we continue to help you with other topics that would you and build your working skills? Keep doing this seminar.

Please Print Your Name: Samantha Samuda

New Beginnings  
Dr. Garrett

Date: 6/29/2011



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What ideas presented today did you find most valuable?

The way you approach the patient and collect co-pay/deductible

What new methods did you learn today that you can utilize and /or what else should we cover?

How to approach the patient about their ded. or co-pay & how to <sup>read</sup> ~~set~~ a patient.

What was the best feature of this seminar and what can we improve? The best was from start to finish.

How can we continue to help you with other topics that would you and build your working skills? By having this seminar at least once a year.

Please Print Your Name: TOYA Black (New Beginnings) Dr. Veronica Garrett

Date: 06/29/2011



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We Treat Every Person Like A Member Of Our Family

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What ideas presented today did you find most valuable?

How to approach

What new methods did you learn today that you can utilize and /or what else should we cover?

not letting the customer/pt take control

What was the best feature of this seminar and what can we improve?

Role play

How can we continue to help you with other topics that would you and build your working skills?

Please Print Your Name:

Heather Gordon

Date:

6/29/11

New Beginnings

Dr. Veronica  
Garrett

**CREDITWATCH University**



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What ideas presented today did you find most valuable?

The motivation step

What new methods did you learn today that you can utilize and /or what else should we cover?

to be direct with the patient

What was the best feature of this seminar and what can we improve?

How can we continue to help you with other topics that would you and build your working skills? Dealing w/ different personalities

Please Print Your Name: Dionne A. Belcher

New Beginnings  
Healthcare  
Dr. Veronica  
Garrett  
M.D.

Date: 6/29/11



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What ideas presented today did you find most valuable?

No more could you? Hows

What new methods did you learn today that you can utilize and /or what else should we cover?

How to do better with body language

What was the best feature of this seminar and what can we improve?

Victor kept it interesting

How can we continue to help you with other topics that would you and build your working skills?

Seminars on Body language

Please Print Your Name: Maribeth Clark New Beginnings

Date: 6-29-11



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What ideas presented today did you find most valuable?

The idea of "How to" and How not to ask questions

What new methods did you learn today that you can utilize and /or what else should we cover?

To not let the patient take control, be in control @ all times

What was the best feature of this seminar and what can we improve?

good Seminar

How can we continue to help you with other topics that would you and build your working skills?

Please Print Your Name: Carol Hollingsworth

Date: 4/29/11 Dreyfstone OBGYN 3240 Avalon Blvd Congress JH 30013



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What ideas presented today did you find most valuable?

Selling the receipt

What new methods did you learn today that you can utilize and /or what else should we cover?

Asking for a post-dated check

What was the best feature of this seminar and what can we improve?

The "Dress-up" role play

How can we continue to help you with other topics that would you and build your working skills? Maybe how to deal with spanish speaking patients?

Please Print Your Name: Julie Austin

Date: 6/29/11



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What ideas presented today did you find most valuable?

using body language

What new methods did you learn today that you can utilize and /or what else should we cover?

\_\_\_\_\_

What was the best feature of this seminar and what can we improve?

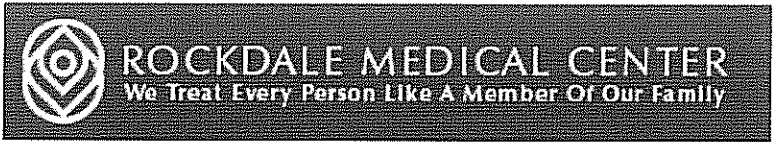
roll play

How can we continue to help you with other topics that would you and build your working skills?

\_\_\_\_\_

Please Print Your Name: Colleen Vedder The Women's Center

Date: 10-29-11



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How effective was the instructor and the materials?	5	4	3	2	1	
How would you compare today's session to other sessions on this subject?	N/A	5	4	3	2	1

What ideas presented today did you find most valuable?  
FIRST SESSION  
HE CONSIDERED US RECEIPT SALES INSTEAD OF MONEY COLLECTOR.

What new methods did you learn today that you can utilize and /or what else should we cover?  
DO NOT USE "DO YOU" QUESTIONS

What was the best feature of this seminar and what can we improve?  
INTERACTION

How can we continue to help you with other topics that would you and build your working skills?  
\_\_\_\_\_

Please Print Your Name: Doerschelia Smith (Georgia Cancer Specialist)

Date: 6/29/2011



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What ideas presented today did you find most valuable?

Interview examples for patients

What new methods did you learn today that you can utilize and /or what else should we cover?

How to better drive the interview.

What was the best feature of this seminar and what can we improve?

The instructor

How can we continue to help you with other topics that would you and build your working skills?

?

Please Print Your Name: Tammy Kelly

Date: 6-29-11 The Women's Center, PC



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What ideas presented today did you find most valuable?

\_\_\_\_\_ roll playing, questions & answers to ask \_\_\_\_\_

What new methods did you learn today that you can utilize and /or what else should we cover?

\_\_\_\_\_ How to ask the questions, what phrases not to say \_\_\_\_\_

What was the best feature of this seminar and what can we improve? \_\_\_\_\_

How can we continue to help you with other topics that would you and build your working skills? \_\_\_\_\_

Please Print Your Name: Charlene Reiser

Date: 6.29.11 Greystone OB/GYN 3240 Avalon Blvd  
Conyers GA 30013

**CREDITWATCH University**



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What ideas presented today did you find most valuable?

The Dont ASK (could you, could I, May I etc.)

What new methods did you learn today that you can utilize and /or what else should we cover?

3 things to REMEMBER when DEALING W/A PATIENT

What was the best feature of this seminar and what can we improve? NONE

How can we continue to help you with other topics that would you and build your working skills? CONTINUE W/ THE SEMINARS

Please Print Your Name: Michelle Newton (HARDER & ASSOCIATES FAMILY MED.)

Date: 6-29-11

**CREDITWATCH University**



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How effective was the instructor and the materials?	5	4	3	2 ✓	1
How would you compare today's session to other sessions on this subject?	5	4	3	2 ✓	1

What ideas presented today did you find most valuable?

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What new methods did you learn today that you can utilize and /or what else should we cover?

---

What was the best feature of this seminar and what can we improve?

---

How can we continue to help you with other topics that would you and build your working skills?

---

Please Print Your Name: Tara Bowens Harper + Assoc.

Date: 6.29.2011

**CREDITWATCH** University



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What ideas presented today did you find most valuable?

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What new methods did you learn today that you can utilize and /or what else should we cover?

*Be one on one with Patient*

---

What was the best feature of this seminar and what can we improve?

*nothing* *Roll playing*

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How can we continue to help you with other topics that would you and build your working skills?

*working together*

---

Please Print Your Name:

*Joan Schlund* Joan Schlund

---

Date:

*1-29-11*

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What ideas presented today did you find most valuable?

How to read patient's personality, character & attitudes.

What new methods did you learn today that you can utilize and /or what else should we cover?

How to implement ethnocism, motivation and identify w/the patient.

What was the best feature of this seminar and what can we improve?

Role Playing Activities was the best feature

How can we continue to help you with other topics that would you and build your working skills?

Please Print Your Name: Allana McMillan - Harper + Assoc.

Date: 10/29/11



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What ideas presented today did you find most valuable?

presentation upon entrance of Patient's room

What new methods did you learn today that you can utilize and /or what else should we cover?

present yourself as being in total control of respiratory.

What was the best feature of this seminar and what can we improve?

Never allow the patient to take control

How can we continue to help you with other topics that would you and build your working skills?

Continue collection seminars

Please Print Your Name: Deborah Parham Deborah Parham

Date: 6/29/11



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What ideas presented today did you find most valuable?

I need to take control of the conversation.

What new methods did you learn today that you can utilize and /or what else should we cover?

How to close the sale of a receipt.

What was the best feature of this seminar and what can we improve?

How can we continue to help you with other topics that would you and build your working skills?

Please Print Your Name: CHERYL ST. LOUIS

Date: 6/29/11



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How effective was the instructor and the materials?	5	4	3	2	1
How would you compare today's session to other sessions on this subject?	5	4	3	2	1

What ideas presented today did you find most valuable?

Role play with customers.

What new methods did you learn today that you can utilize and /or what else should we cover?

Not can I but your ins requires reinforced.

What was the best feature of this seminar and what can we improve?

reinforcing skills.

How can we continue to help you with other topics that would you and build your working skills?

Please Print Your Name: Sharon Gayb

Date: 6/29/11



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What ideas presented today did you find most valuable?  
Approach on how to collecting payments

What new methods did you learn today that you can utilize and /or what else should we cover?  
Approach

What was the best feature of this seminar and what can we improve?  
Maps of collecting payment

How can we continue to help you with other topics that would you and build your working skills?  
\_\_\_\_\_

Please Print Your Name: Sophia Martin Hubbard

Date: 10/29/11



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What ideas presented today did you find most valuable?

Key words to use to encourage payments

What new methods did you learn today that you can utilize and /or what else should we cover?

Post delay more than 1 check within a 30 Day time period.

What was the best feature of this seminar and what can we improve?

Roll Playing

How can we continue to help you with other topics that would you and build your working skills?

Please Print Your Name:

Helen Ross

Helen Ross

Date:

6/29/11



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What ideas presented today did you find most valuable?

How to approach the patients

What new methods did you learn today that you can utilize and /or what else should we cover?

What was the best feature of this seminar and what can we improve?

The best was the characters because we really do have patients like them.

How can we continue to help you with other topics that would you and build your working skills?

Please Print Your Name: Marcia Crutchfield Gause

Date: 06-29-11



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How would you compare today's session to other sessions on this subject?	5	(4)	3	2	1

What ideas presented today did you find most valuable?

post dated checks

What new methods did you learn today that you can utilize and /or what else should we cover?

None

What was the best feature of this seminar and what can we improve?

None

How can we continue to help you with other topics that would you and build your working skills?

None

Please Print Your Name: Lela Shuler Lela Shuler

Date: 6-29-11

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What ideas presented today did you find most valuable?

Use direct questions

What new methods did you learn today that you can utilize and /or what else should we cover?

Study Body Language

What was the best feature of this seminar and what can we improve?

Role plays

How can we continue to help you with other topics that would you and build your working skills?

Please Print Your Name: Melanie Lewis

Date: 6/29/11 Internal Medicine of Newton County

**CREDITWATCH University**



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What ideas presented today did you find most valuable?

Verbage to use

What new methods did you learn today that you can utilize and /or what else should we cover?

loved it all, see those receipts!

What was the best feature of this seminar and what can we improve?

Roll playing - Makes it easier to relate to

How can we continue to help you with other topics that would you and build your working skills?

Continue classes.

Please Print Your Name: Dana Massey

Date: 11-29-11 Internal Medicine of  
Newton Co.  
4181 Hospital Drive #401  
Covington GA 30014

**CREDITWATCH University**



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What ideas presented today did you find most valuable?

What new methods did you learn today that you can utilize and /or what else should we cover?

What was the best feature of this seminar and what can we improve?

How can we continue to help you with other topics that would you and build your working skills?

Please Print Your Name: PATRICK DIXON Patricia Dixon

Date: June 29, 2011



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What ideas presented today did you find most valuable?

Sell Receipts

What new methods did you learn today that you can utilize and /or what else should we cover?

Job Training

What was the best feature of this seminar and what can we improve?

Scenarios

How can we continue to help you with other topics that would you and build your working skills?

Telephone Receipt Selling

Please Print Your Name:

Neale D. Dobb

Date:

6-29-11



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How would you compare today's session to other sessions on this subject?	5	4	3	2	1

What ideas presented today did you find most valuable?

The role play

What new methods did you learn today that you can utilize and /or what else should we cover?

How to interact with the pt always stay focus

What was the best feature of this seminar and what can we improve?

In a whole it was great no improve

How can we continue to help you with other topics that would you and build your working skills?

Please Print Your Name: Cynthia E. Picou

Date: 6-29-11



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How would you compare today's session to other sessions on this subject?	(5)	4	3	2	1

What ideas presented today did you find most valuable?

Selling pmt in full receipts

What new methods did you learn today that you can utilize and /or what else should we cover?

putting a date + time on when pmt can come back to pay bill.

What was the best feature of this seminar and what can we improve?

role play

How can we continue to help you with other topics that would you and build your working skills?

continue seminars

Please Print Your Name: Toya Raney Toya Raney

Date: 6-29-11



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How effective was the instructor and the materials?	(5)	4	3	2	1
How would you compare today's session to other sessions on this subject?	5	(4)	3	2	1

What ideas presented today did you find most valuable?

The appropriate way to collect a copay.

What new methods did you learn today that you can utilize and /or what else should we cover?

How to get the patient to commit to making their payments and body language. Co-pay/Sec.

What was the best feature of this seminar and what can we improve? Collections

How can we continue to help you with other topics that would you and build your working skills? have more seminars like these.

Please Print Your Name: Leticia (Fish) Johnson

Date: 6/29/11



**SEMINAR EVALUATION**  
**COLLECTIONS 301**

Please circle the number that represents your rating of the seminar.

	<u>Excellent</u>	<u>Good</u>	<u>Average</u>	<u>Fair</u>	<u>Poor</u>
How valuable were the ideas and concepts you heard today?	(5)	4	3	2	1
How effective was the instructor and the materials?	(5)	4	3	2	1
How would you compare today's session to other sessions on this subject?	5	(4)	3	2	1

What ideas presented today did you find most valuable?

How to collect co-pays/ payment

What new methods did you learn today that you can utilize and /or what else should we cover?

What was the best feature of this seminar and what can we improve?

collections pt Body Language

How can we continue to help you with other topics that would you and build your working skills?

Please Print Your Name: Artrella Turman Artrella Turman

Date: 6/29/11