



**AAHAM WEBINAR  
WEDNESDAY, May 17, 2017  
1:30pm - 3:00 PM EDT**

**EVERYONE Earns 3 AAHAM CEUs for attending**

Join AAHAM and Mary Shores, President & CEO at Midstate Collection Solutions, as we present this timely webinar,

**“Conscious Communications: Words that Work”**

This informative, basic level webinar, “Words that Work”, is an effective, three-step positive communication strategy that will make you stand out among the crowd. Attendees will learn how to enhance their knowledge and confidence in their employees, increase patient retention, and build long-lasting relationships with their patients. You will learn how to introduce this method into your own environments to improve the lives of your patients and staff and make your organizations thrive.

Learn how to:

1. Decrease patient and staff complaints
2. Improve patient and employee retention
3. Increase rapport, reputation, credibility, and competitive advantage
4. Deliver clear, consistent information every time
5. Develop efficiencies to save time and money

**Space is limited to the first 100 registrants, register today!**

Level of webinar: BASIC

Target audience:

This seminar is for patient accounts departments who are in need of assistance with collecting at the time of service. “Words that Work” is a communication method proven to increase upfront payments from patients.

**About our speaker:**

Mary Shores has blazed the trail that connects mindfulness, thought leadership, and business strategies to the not-so-secret tune of manifesting health, wealth, and abundance.

Mary's philosophy of maintaining a positive approach to life and to her business has reframed her entire organization and her life. As the owner and CEO of what has been named as one of the most unique collection agencies in the country, Mary has worked with some of the most challenging and emotional situations involving healthcare patients and their past-due accounts. These tried and true communication strategies she implements has not only ensured her success in collections, but has built a lasting positive reputation for both her clients and patients. She has spent the last 10 years perfecting this philosophy and training organizations across the country on communication skills and other leadership, business, and personal development topics. Mary can be reached at [mshores@midstatecollections.com](mailto:mshores@midstatecollections.com).

---

This \$145, 90-minute telephone conference call includes a presentation, Q&A period, and handout provided via email. Payment must be received on or before **May 10, 2017**. You will receive your confirmation and handouts via email by **May 14, 2017**. The fee is for one line, if multiple lines are to be used, a separate fee for each line must be paid. The audio conference format permits an unlimited amount of people to listen in from one phone. Everyone that attends earns 3 CEUS for attending, so feel free to gather up your whole team! **Correspondence and handouts will only be sent to the registrant. The member name and number must match the email address.** You will receive a CEU sign up form for your entire group of listeners with your confirmation. To ensure the quality of interaction, the number of registrations for each audio seminar is limited. Reserve your space by registering ASAP.

**To register...**

Email, fax or mail your registration form with payment to:  
AAHAM Audio Conference  
11240 Waples Mill Road  
Suite 200  
Fairfax VA 22030  
Fax: 703/359-7562  
Email: [moayad@aaham.org](mailto:moayad@aaham.org)

We apologize but we do not invoice nor accept purchase orders. Payment in full must be received **on or before May 10, 2017**. We are unable to accept registrations after that date. **Correspondence and handouts will only be sent to the registrant.**

**After registering...**The Monday prior to the call, you will be emailed a confirmation, phone number and passcode to use for the call, a CEU form as well as a set of handouts. **On the program date...**It's easy! Just call in at the scheduled time and enter your passcode. Long-distance rates are covered in your registration fee.

*AAHAM...Providing Excellence in the Business of Healthcare*  
*Certification • Compliance • Leadership Development • Networking • Advocacy*



**Please Return to:**  
 AAHAM Webinar Registration  
 11240 Waples Mill Road, Suite 200  
 Fairfax, VA 22030  
 Fax: 703.359.7562  
 Email: info@aaHAM.org

# Webinar Registration Form

Name		Title	
Employer Name		Email Address	
Address			
City	State	Zip	Country
Phone	Cell	Local Chapter	AAHAM Member ID

### Upcoming Webinar Schedule and Rates

**Topic: 5 Things Medicare Advantage Plans Don't Want You to Know**  
 When: WEDNESDAY, March 29, 2017 1:30pm - 3:00 PM EDT  
 Speaker(s): Ed Norwood, President of ERN/The National Council of Reimbursement Advocacy  
 Registration Deadline: March 22, 2017  
 AAHAM CEU's Earned: 3

AAHAM National Member \$145       Non-members \$235

**Topic: Managing Denials Today and Tomorrow - TIPS from the Attorneys**  
 When: WEDNESDAY, April 5 2017 1:30pm - 3:00 PM EDT  
 Speaker(s): George Colman, Senior Partner at Law Offices of Stephenson, Acquisto, & Colman, and Rich Lovich, Manager of Litigation at Law Offices of Stephenson, Acquisto, & Colman  
 Registration Deadline: March 29, 2017  
 AAHAM CEU's Earned: 3

AAHAM National Member \$145       Non-members \$235

**Topic: Conscious Communications: Words that Work**  
 When: WEDNESDAY, May 17, 2017 1:30pm - 3:00 PM EDT  
 Speaker(s): Mary Shores, President & CEO at Midstate Collection Solutions  
 Registration Deadline: May 12, 2017  
 AAHAM CEU's Earned: 3

AAHAM National Member \$145       Non-members \$235

[Online Member Registration](#)  
[Online Nonmember Registration](#)

**Payment Method:**

Check/Money Order (Make Payable to AAHAM)  
 Amex    Visa    MasterCard

Card Number: \_\_\_\_\_

Exp: \_\_\_\_\_ CVV2 Code: \_\_\_\_\_

Name *as it appears on card*: \_\_\_\_\_

Signature: \_\_\_\_\_

Billing Address for Credit Card:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**PAYMENT TOTAL**

TOTAL ENCLOSED: \_\_\_\_\_

Questions? Please call 703.281.4043 x 202 or email [moayad@aaHAM.org](mailto:moayad@aaHAM.org).

Do something today that your future self will thank you for.  
 #AAHAMAlwaysInvestinYourself  
 #AAHAMRaisetheLevel