

All Hands on Deck!



Patient Rewards Hub Team Training

1 Overview of Your New Rewards Program

Member Portal



- ▶ Talking to your patients and their parents about rewards
- ▶ Getting them connected
 - Rewards cards and temporary registration codes
 - 24/7 access to their accounts online and on mobile devices
 - Receiving messages
 - Earning points
 - Reviews and referrals
 - Social media follows
 - Contests and surveys
 - Redeeming points
 - Linking Accounts

Office Portal

- ▶ my.patientrewardshub.com
 - Desktop shortcuts or integrations
- ▶ Dashboard
 - Activity, alerts, messages, tasks and support
- ▶ Navigating to patient/parent profiles
 - Find bar
 - Add New User
- ▶ Member profile
 - Connect card or temporary registration code
 - Profile
 - Username
 - Edit tags
 - Send password reset
- ▶ Add Points
 - Reward groups and items
 - Comments are viewable by patients
 - Miscellaneous points
- ▶ Activity
 - List of all points awarded to patient
 - Void if necessary
- ▶ Orders
 - PRH vs. in-house prizes
 - Receipt link

Action List

- ▶ Log into the office portal
 - my.patientrewardshub.com
 - Your username and password:
- ▶ Download the Patient Rewards Hub app

 - Log in using your office portal username as your registration code
 - Answer a survey question
 - Play the contest
 - Refer one of your fellow team members
- ▶ Review Hub Speak for scripting ideas

Need Help?

Your Hub admins

Support Center

- How-to articles
- Scripting ideas
- Live and on-demand webinars
- Submit a ticket

Your PracticeGenius Customer Success Advisor

Name: _____
 800-560-1469 x _____
 _____@practicegenius.com

Your PracticeGenius Customer Success team

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Patient Rewards Hub Team Training (cont.)

- ▶ Sending a message
 - Emails and pop-up notifications
 - Templates
 - Scheduling

2 Huge Impact in 30 Seconds or Less

- ▶ Front desk
 - Introduce to existing patients and parents
 - Encourage practice promotions
- ▶ Treatment Coordinator
 - Introduce to new patients and parents
 - Use to convert recall and pending patients
 - Send follow up messages
- ▶ Clinic team
 - Award points
 - "Here's what you received points for"
 - "Are you saving points for something special?"
 - "Here's how you can earn points at home"
 - Send compliance reminders, follow ups, and high fives

3 Keys to Success

- ▶ You! All of you!
- ▶ Consistency and efficiency
- ▶ Remember the "Why"
- ▶ Have fun!

Notes: _____



Let's Get Started!

Review the **Hub Speak scripting ideas** attached for some great tips on talking about your new rewards program to your patients and their parents!