Julie Varney, CDA, RDA, FAADOM, CDSH, CDSO

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CAREER OBJECTIVE

Practice Manager, Chapter President and Dental Education Director/Instructor with 25+ years of experience working in healthcare field. Possesses impeccable written and verbal communication skills and excellent interpersonal skills.

CORE COMPETENCIES

- Patient Care & Comfort
- Continuing Education
- Business Management Principles
- Healthcare Systems & Protocols

PROFESSIONAL EXPERIENCES

Simple Solutions Coaching: Practice Coach and Dental Assistant Coach

2016 – present

- Provide in-office coaching for dental practices and teams across the country
- Provide yearly training in OSHA, HIPAA, Infection Control and CPR
- Speaking Engagements to Dental Assistants Only

Dr. William Pugh: Business Manager

2017 – Present

- Payroll, Account Receivables, Account Payables
- Insurance Issues and Patient Treatment Planning
- Team Building and Training in OSHA, HIPAA, Infection Control, and CPR when needed
- Supply Ordering
- Budgets and Overhead Management
- Day to Day Operations

Darkhorse Tech: Director of Dental Practice Management Coaching and Team Training

2017 – 2018

- Provide in-office or remote coaching for dental practices across the country
- Provide yearly training in OSHA, HIPAA, Infection Control and CPR
- Also part of the Sales Team

Syracuse/CNY Chapter American Association of Dental Office Managers, Liverpool, NY

President, 2015 – present

- Participate in the development and in the advancement of the dental practice manager's profession
- Act in ways that bring credit to our profession while demonstrating respect for other colleagues in dentistry
- Promote a positive image for our profession through chapter meetings and social media including the planning, design and dissemination of marketing material to the industry
- Encourage the highest standard of personal conduct and integrity
- Facilitate professional development opportunities at chapter meetings in the form of guest speakers, dental product overviews and healthcare roundtables
- Develop collaborative professional relationships through ongoing networking opportunities
- Promote ethical behavior and high standards of care in the dental profession
- Develop professional relationships based on truth, honesty, responsibility and accountability
- Represent the Chapter at regional conferences and events
- Serve as an AADOM ambassador at national conferences

Dental Assistant School of Syracuse, Liverpool, NY

Director/Agent/Instructor, 2007-2017

- Supervise admission's staff and certified agents to ensure that they are adhering to recruiting practices acceptable according to Education Law and Commissioner's Regulations
- Evaluate the delivery of the dental assisting school's educational programs
- Assess the performance of staff both through student feedback and classroom observation
- Ensure that staff is maintaining appropriate attendance records in compliance with Commissioner's Regulations
- Make certain that the school license or registration is current and that application for renewal is submitted within the timeframe established by Education Law and/or Commissioner's Regulations
- Guarantee that all curricula/courses offered by the dental assisting school are approved and that curriculum/course re-approval requests are submitted within the timeframe established by Education Law and/or Commissioner's Regulations
- Warrant that all dental assisting school personnel are appropriately licensed, and that license requests and re-approvals are submitted within the timeframe established by Education Law and/or Commissioner's Regulations
- Ensure that instructors take any prerequisite training prior to the expiration of their licenses so that they will be eligible to receive the next level of licensure
- Adhere to Commissioner's Regulations by processing student refunds according to the terms of the approved enrollment agreement
- Be responsive to inquiries from State Education Department staff at the time that the request is made
- Be accessible to students and State Education Department staff in working to resolve student complaints
- Maintain student/school records in accordance with Education Law and the Commissioner's Regulations; present them to Commissioner/Commissioner's designee upon request during an on-site school inspection

Dr. Brent A. Bradford, DDS/Dr. Peter Procopio

Practice Manager/Dental Assistant, 1993-2017

- Liaison between the Doctor and staff for routine matters such as time off, schedule changes, questions about policies and procedures, special projects, etc.
- Originates office policies; gets approval from Doctor and distributes to staff
- Advises staff and Doctor of all pertinent dates such as seminars, job reviews, etc.
- Responsible for travel arrangements, accommodations and registration for seminars, meetings, etc., that Doctor and staff will be attending
- Infection Control Policies and Procedures
- Responsible for scheduling appointments outside the office for the Doctor as requested
- Acts as a liaison between Doctor and patients, public and peers as requested
- Responsible for smooth and efficient flow of patients and the handling of any situation which is slowing down or stopping the flow
- Educate patients on applicable dental procedures and terminology whenever possible and appropriate
- Certifies that all staff members are educating patients
- Responsible for accurate balancing of all office transactions in a timely fashion (patient accounts, checkbook, daily and monthly bookkeeping, staff payroll and petty cash transactions.)
- Conducts staff meetings and personnel evaluations in conjunction with Doctor
- Establishes bonus systems for the staff in conjunction with the Doctor
- Records daily statistics and complies weekly and monthly statistics
- Oversees the new patient intake is done fully and that old patients are reactivated
- Accountable for interviewing, hiring, evaluation and termination of office staff with Doctor’s approval
- Responsible for insuring that each staff member understands and follows job descriptions and policies found within office handbook
- Initiates and maintains organizational charts within practice
- Determines weekly, monthly, and yearly bonuses based upon statistics and reporting to payroll
- Oversees the accurate recording and transcription of patient information by staff
- Ensures and encourages good communication lines between the staff and Doctor
- Monitors and ensures that the office is viable, expanding, harmonious, and prospering

LICENSURES & CERTIFICATIONS

- New York State Licensed Private School Director/Agent/Teacher
- New York State Certified Dental Assistant
- Dental Assisting National Board (DANB) Certified Dental Assistant
- Certified in OSHA and HIPAA through the Institute of Dental Compliance
- Certified CPR Instructor-American Heart Association
- Fellow of the American Dental Assistants Association (FADAA) Fellowship (2018 Pending work in progress)
- Fellow of the American Association of Dental Office Managers (FAADOM) Fellowship

ADDITIONAL MEMBERSHIPS & PROFICIENCIES

- 2016 Top 25 Women in Dentistry, Dental Products Report
- Member of American Dental Assistants Association (ADAA)
- Member of American Association of Dental Office Managers (AADOM)
- AADOM National Ambassador
- Member of Academy of Dental Management Consultants
- Member of the Society for Human Resource and Management
- Member of OSAP as a Dental Industry Specialist in Infection Prevention and Control, Content Advisory Committee
- Certified Dental Specialist in HIPAA and OSHA 2017
- Proficient in Microsoft Office and Adobe Creative Suite applications
- Manage all Social Media accounts for all businesses: School, Chapter and Dental Office
- *Cerec* (Chair Side Economical Restoration of Esthetic Ceramics)
- 300+ hours continuing education

REFERENCES

Available upon request