



# Managing Diversity in Your Practice

## FREE Half-Day Training Program for Primary Care Staff

IPRO is offering a FREE Half-Day Training Program to assist Primary Care practice staff in meeting the needs of an increasingly diverse patient population.

### FOR OFFICE STAFF, ADMINISTRATORS, OFFICE MANAGERS, NURSES AND PHYSICIANS

Space is limited. **Register by January 16, 2007** for one of the sessions listed below.

By attending this FREE training session, you help your practice:

- Decrease medical errors and manage risk of malpractice
- Provide more responsive and effective care
- Improve office efficiency
- Identify and address social and cultural obstacles that may prevent patients from adhering to suggested treatment plans
- Increase patient, physician, and staff satisfaction during cross-cultural clinical encounters
- Acquire new patients and retain the ones you have

Participation in our half-day training program provides an opportunity to earn 3 CMEs and 3.6 CEUs.

This training is being conducted as part of IPRO's Practice Cultural Quality Leaders (PCQL) initiative. This initiative assists physician offices in implementing the national standards on culturally and linguistically appropriate services.

For more information how on the PCQL Initiative can support your practice, visit [www.ipro.org/pcql](http://www.ipro.org/pcql).

### EVENT SCHEDULE

Tuesday, February 6, 2007 - 1:00 PM to 4:30 PM ■ Tuesday, February 13, 2007 - 9:30 AM to 1:00 PM  
Tuesday, February 27, 2007 - 1:00 PM to 4:30 PM  
*Complimentary breakfast and lunch will be served.*

### LOCATION

IPRO Corporate Headquarters, 1979 Marcus Avenue, Lake Success, NY 11042

### TO REGISTER

or for more information about the Training Program, call IPRO today at

**516-209-5548**