

# Discovering Opportunity within Your Practice.

Providing clarity and solutions to begin the optimization of your practice.

## The Discovery Process

With a focus on maximizing the full potential of your practice, your journey begins with a baseline snapshot of your current reality. A Certified Practice Analyst will conduct a comprehensive onsite analysis of your practice. Together, you will use the results to identify areas of opportunity for growth. This process includes an understanding of your practice's existing strengths and weaknesses as well identifying its hidden potential.

## Identify and Implement

We work directly with you and your team to:

- Analyze areas of growth opportunity
- Adopt a customized approach to address the identified gaps
- Maximize the value of your existing patient base
- Create measurement standards for tracking key performance indicators

## Our Comprehensive Approach

Prior to the onsite visit, your Practice Analyst will conduct clarification and data-gathering calls with you and several of your team members.

The analyst then spends three consecutive days at your practice, observing the practice in motion and assessing its current systems. After interpreting the results, the analyst will share the findings and together you will discuss in greater detail the identified areas of practice opportunity.

Your analyst will work together with you and your team to devise and implement an appropriate practice treatment plan. This customized treatment plan will consist of strategies and systems designed to address and enhance practice productivity. This approach will effect positive change and improvement immediately.

The visit concludes with methods for tracking your strategy effectiveness, maintaining your momentum and beginning your journey toward success.

The **Foundation Series** consulting modules encompass a succession of topics designed to address the core systems and operations within your practice.

### § Discovering Opportunity within Your Practice

Creating the New Patient "WOW" Experience

Retaining Patients for Life

Increasing Case Acceptance

Increasing Practice Production Using Strategic Scheduling

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**Format: 3-day onsite consulting module**

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## Evidence-based Standards

The evidence-based standards used in our analyses have been compiled by Mercer Advisors experts for nearly three decades. Areas of measurement include:

- Patient base
- Patient retention
- New patients
- Scheduling
- Practice productivity
- Hygiene productivity
- Collections
- Team design
- Job roles

## Your Expert Tool Box

You will receive the following customized tools, designed to support your practice and team endeavors:

- A Roadmap for Success designed to drive the strategies introduced during the onsite visit and to build team alignment
- Strategy workbooks, step-by-step guides and sample language scripts for reference
- A detailed report of the visit, including a summary of actions taken, decisions made and future recommendations for ongoing achievement of your objectives.
- Advanced OnTrack training and set-up (when applicable)
- Two follow-up consulting calls to support the strategies implemented and the coaching received during the onsite visit

## Identify and Address Underlying Practice Opportunities

Need help identifying the areas of opportunity within your practice? Don't know where to start? Do you envision your practice and team going from good to great?

This consulting module will provide the clarity and answers to embark upon your journey toward an optimized dental practice.