

# Integrating a New Associate Successfully.

Ensure success as you grow your practice team.

## Build Toward the Future

Adding an associate to your practice can afford you incremental growth opportunities throughout your dental career — increasing your patient base and retention rate today while establishing the groundwork for an increasingly prosperous tomorrow. It also involves a certain degree of complexity and the element of change. With these considerations in mind, you will model leadership-driven methods to establish a solid foundation for your patients, your team, the new associate and your practice.

## Learn and Implement

We work directly with you, your associate and your team, to:

- Build effective team structures designed to provide comprehensive support for each provider
- Develop practical solutions for patient-doctor allocation
- Design and incorporate ideal scheduling templates for each doctor, allowing for maximum efficiency in facility use
- Maintain optimal scheduling processes while incorporating the new associate into your practice
- Instill mutual respect, trust and acceptance within the practice and community to maintain a welcoming and rewarding experience for your patients
- Integrate the new associate into the current team dynamic by incorporating language skills that help to ensure a seamless transition for your team and patients
- Train your team on proven techniques designed to successfully market the new associate

## Our Comprehensive Approach

Prior to the onsite visit, your Mercer Advisors Certified Practice Analyst will conduct separate clarification calls with you and your associate. For our 360° Planning® clients, the analyst also meets with your practice consultant to review practice progress and challenge areas from the consultant's point of view.

The **Enhancement Series** consulting modules address various topics focused on further developing your practice in order to reach your goals.

Attracting New Patients Using the Internet

Growing Your Hygiene Department by Enhancing Periodontal Care

§ **Integrating a New Associate Successfully**

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

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ADVISORS™

The analyst will spend three consecutive days at your practice, introducing and reinforcing behaviors and attitudes designed to facilitate a seamless and rewarding associate integration experience for patients and practice alike.

The analyst begins by observing the practice in motion and assessing current systems, then meets one-on-one with the doctor and associate to clarify established goals and objectives for the visit. The balance of the visit is spent introducing strategies, conducting training, facilitating discussions and feedback sessions, all the while providing hands-on group and individual coaching.

The visit concludes with training on methods for tracking your strategy effectiveness through the measurement of behaviors. The training also covers best practices for analyzing this data to determine if any course-correction is needed in order to achieve your vision.

### Your Expert Tool Box

To assist you in effecting positive and meaningful change within your practice, you will receive the following customized support tools, designed specifically to reinforce your implementation of a successful and satisfying growth initiative:

- A written vision for success to drive the strategies introduced, build team alignment and gain consensus
- Strategy workbooks, step-by-step guides and sample language scripts for reference as you implement your new strategies
- A detailed Implementation Report of the visit, which includes a summary of actions taken and decisions made, a recap of the onsite visit and future recommendations for achieving your vision
- Two follow-up consulting calls\* to support the strategies learned and the coaching received during the onsite visit

*\*Mercer Advisors 360° Planning clients receive on-going coaching as part of their web-based sessions with their Practice Consultant.*

## Establish a Legacy. Welcome a New Associate into Your Practice

You have hired a dynamic and talented like-minded associate to join your team. Now, you must lead your team through the integration process in a way that ensures a seamless, open and comfortable introduction for the associate, your entire team and, most importantly, for your patients.