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TO WHOM IT MAY CONCERN:

If you are considering a business management consultant, do it. Usually, consulting firms will offer their services by selling the "bottom line". Yes, Jim can help your office profit by directing your external and internal marketing efforts by helping to motivate your staff, scheduling book control, auditing charts for existing patients, developing your collections policy and by monitoring your expenses. There's more. Your office can run more efficiently with less staff turnover if you have regular staff meetings. Meetings encourage communication and a free flow of ideas; ideas that your staff will be enthused about because "they" helped decide. Discussion will help you and your staff solve problems. Some of these problems you are guaranteed to be unaware of. Of course, the staff meeting alone will help, but you will do better with a mediator, an impartial person who can direct the meeting to a common goal.

Jim Gundelach and other managers have helped my office for the last year and a half. Yes, my profit is up and I can thank my consultants' efforts for at least some of the profit. Mostly, the people working here are having more fun (me, too). The office even looks better.

How many new ideas do you implement every month?  
Do you have an employee manual?  
Do you have an office procedures manual?  
Do your employees have regularly scheduled reviews? Why not?

Jim Gundelach has the experience to know what works in a professional office. Jim knows how change happens and how to make it happen with minimum pain. Unless you practice in your garage, have no staff, and want to remain that way, Mr. Gundelach can improve your practice.

Sincerely,



Ronald E. Grafton, DDS.