

*Sara Loo Chan, D.D.S.*

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Dear Colleague;

As a consultant for our office, Jim Gundalach has been a great asset for several years. We started with regular meetings during which we learned improvements in scheduling, appointment-making, billing, and other routine procedures. Through the years we have also called Jim when we had special needs such as how to incorporate an Associate into the practice or how to implement a more upgraded periodontal screening and treatment system.

In the past seven years, we have had help from Jim and have had an average of fifteen percent increase in collections per year with never a year with no increase. We are now in the process of expanding our office physically by two new operatories.

We have found Jim to be always well-prepared with data, able to meet us at our level of need, and realistic in matching our abilities to his format for our improvement. We have been able to move away from some out-moded methods and ways of thinking and incorporate fresh and unique business techniques. Also, Jim is a person of depth and spirituality and thus has an extra dimension of personal caring and concern.

I would highly recommend Jim to you if you have need of growth, improvement, or change in your office.

Sincerely,

*Sara Loo Chan, D.D.S.*

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