



3/18/13

To Whom It May Concern:

How wonderful and refreshing to have Lois Banta as our consultant! Kay heard Lois speak at the Carestream Dental User's meetings in Atlanta, GA and was impressed with her ideas and enthusiasm. At the meeting in 2011, she spoke with Lois about possible needs for our office. Teresa Anderson had been our dental consultant for about 15 years until her passing in 2009. Teresa helped develop most of our present systems and scheduling techniques which allowed for a more productive office, so we understand the benefits of a good dental consultant.

Lois visited in February 2012 to assess the office and potential areas of concern. She acknowledged that our systems needed no further attention. We appreciated that Lois did not try to re-invent the wheel. However, communication problems among staff, scripting and verbiage when speaking with patients, and fees needed immediate attention.

Staff members are long-term employees (5 – 20 years, and one who joined our staff September, 2012). Most are set in their ways and don't like to move their cheese; some looked at the "glass as half-empty"; and most have difficulty expressing themselves to the Dr. Saari and the Office Manager. Other issues include martyrdom, passive-aggressive behaviors, and cliques. Lois has worked tirelessly with Doctor and staff to resolve these issues. Scripting and verbiage has been difficult for staff when discussing patient concerns, such as fees, payment policies, dental benefits, broken appointments, and the need for treatment. Lois has been very helpful by providing scripting to address each of these issues. It is now up to us to practice and implement improved communication with our patients in each of these areas. Fee adjustments were the easiest to implement, as our fee structure had not been reviewed in 3 years. Dr. Saari and staff were unaware what were appropriate fees were for our area. Lois provided the information, discussed it with us, and helped us work through any anxieties regarding this "quite touchy" matter.

In summary, we feel we have received a "good bang for our buck" by bringing Lois Banta on board. We especially appreciate that Lois works with the nuances of our practice and does not impose a "cookie-cutter" approach.

Sincerely,

Paul Saari, DDS

Kay Saari