



Practice Transitions Made Perfect™

Newsletter Article Reprint

From Hy's Desk: Your Team

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Rest assured, if we are thinking retirement, as discrete as we think we are being, our staff is sensing a change in our behavior. So, when should we sit down with our team? The answer is not the same for every office. Some offices are like family and anything can be discussed, others require extensive re-assurance that things will be ok with a new dentist and in others it is best not to discuss anything until the sale is assured.

In any case, the important point to communicate is that the team is the most important factor in sustaining the continuity of the practice. For some reason, team members feel they will lose their job when the new dentist takes over and, in most cases, this is farthest from the truth. In reality, the staff is relied upon to introduce patients, educate about systems and protocols and strengthen patient trust in the new dentist.

This issue covers staffing questions in a transition and managing your staff for greater profitability. With these articles, we hope to address questions we hear regularly throughout the state. Further, know that we like to hear from you, so, transitioning or not, please stop by and visit us at the FNDC (booth 302). We are proud, long-time supporters of the FDA and FNDC and enjoy seeing old and new friends alike.

Hy Smith, MBA
Managing Member

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