



DENTAL PERFORMANCE INSTITUTE

- Start-Up Practice Program & Coaching

- Insurance Credentialing / Processing
- Operations and Module Implementation
- Sourcing, Staffing & Training
- Value Based New Client Experience
- New Owner Mentoring Program
 - Associate to Owner Mindset
 - Workshops (Practitioner and Team)

- Analysis of Operational Modules & Metrics

- Financial Management
 - Production, Collections, A/R, Insurance, Billing, and Metrics Monitoring
- Case Management
 - Treatment Planning, Presentation, Completion, Follow-Up, and Monitoring
- Hygiene Department
 - Comprehensive Care & Retention
 - Periodontal Program
 - Metrics Monitoring
- Team Dynamics
 - Management Training, Mediation, Organizational Structure, Communication, Customer Service Training, and Practice Goal Awareness
- Marketing
 - Social Media Avenues, Website, Invitations, Testimonials, and Metrics Monitoring
- Value Based New Client Experience
- Strategic Scheduling (Doctor & Hygiene)
 - Time Management
 - Daily Goal Setting & Metrics Monitoring
- Patient Base Management
 - General Practitioner, Retention
- Referral Base Management - Specialty
 - Retention, Action Plan, Metrics
- Calendar & Monthly/Yearly Goal Creation
- Transition / Acquisition Operational Coaching

- Systems Implementation / Standardization

- Customized for each dental business
- Enhancement, Repair, and/or New Creation
- Mirror systems/processes for DSO or DPM and/or multiple location environments.

- Compliance and Regulation Review

- Employment Compliance & Human Resource Management
 - Certified w/Bent Ericksen & Associates
 - Dental Practice Act (per state)

- Team Training, Building, and Unification

- Conflict Management
- Middle Management Training & Coaching

My name is Diana Thompson, Founder and CEO of Dental Performance Institute; a professional coaching and dental practice management consulting firm located in South Elgin, Illinois that serves clients locally, regionally, and nationally. We work with dental practitioners (GP and/or Specialty), Oral Surgeons, and their teams within a single or multiple location setting, which includes growing DSO or DPM environments, Group Practices and/or Medicaid practice models.

We are excited to introduce our company and business services to you and your dental business and/or organization. As a company, we offer both On-Site and Virtual Interactive Training Meeting (VITM) services that are at the highest standard at extremely competitive fees.

Working hands-on in the dental industry and practice environment for thirty years* has given me a solid understanding as to the headaches, pressures, and challenges each business owner, company, executive team, or investment firm face when it comes to operating and managing dental business operations, associates, auxiliaries and team dynamics. Those issues can be turned around into opportunity for profitability, efficiency, and a smooth operating, stress-free environment for all equaling an *'Essence of Life'*.

Whether you are entertaining the idea of bringing in a coach or consultant to organize, standardize, and improve current operations and/or team dynamics, interested in starting up a new practice or adding locations, require assistance with an acquisition, transition, or merging of practices, have 3-5 years prior to exit, transition or sale and need to excel profitability quickly to make your business attractive to buyers, or are currently working with a consultant or firm, but are looking for a change, I welcome the opportunity to meet with you to discuss your thoughts and obstacles at no cost to you.

Thank you for the time that you have taken to go through this letter and the reverse side documentation. We look forward to hearing from you soon to schedule a time to discuss the challenges within your dental business or organization while creating a plan that meets your business goals and needs.

Kindest regards,

Diana Thompson - *(Bio on Reverse Side)

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