



Buck Drew, D.D.S.

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Many years ago, I started working with Silkin Management Group for practice management solutions. I benefited tremendously from my relationship with Silkin. They helped me reach my goals and have fun doing so. I want to share some information about my experience in the hopes it can assist other doctors.

Organizationally speaking, my partner and I had a large staff that was highly skilled, but duplicating efforts. We were inefficient and not working well as a whole. And we were not productive; we weren't communicating on the high level a successful practice requires.

Silkin helped us to streamline the systems in the office, identify the key functions and really train our employees. Once we got organizational aspect under control, I found I could focus on the dentistry in my practice. It freed me up and I engaged 95% of my thought to patients, which is what I truly wanted.

A very helpful part of the program was the phone calls we received every 1-2 weeks. Those calls from Silkin really personalized what we had learned. We did not fear that significant growth would mean more headaches. We consistently made the proper changes with staffing and management systems that fully supported the doctors and office manager.

Ultimately, without the Silkin program, I don't think I would have enjoyed the practice experience I had in my career. And I certainly would not have been able to retire when I did, at age 53! My practice was a product of many opportunities and Silkin played an important part in establishing the organization necessary for us to succeed.

I try to get across to newer practitioners: you should be having fun! You should be enjoying your patients and staff every day. And if you are not, you need to seek out those who can help you create vitality in your practice. Silkin can help you. You'll find that instead of the doctor having to pull the practice along, you can find employees who, with training, will pull you along. You'll look up one day and be surprised to see how smoothly things can run. When the employees are happy, motivated and working with a purpose, patients are attracted to the practice and want to follow through with the recommended care. Everyone is happy to take on just a little more responsibility and the stress dissipates.

It is important to me that doctors realize practicing does not have to be a chore. It can be about being productive in a fun, professional atmosphere. If your practice situation isn't all you want it to be, contact Silkin Management Group. They'll provide you with a free evaluation and show you how to make the improvements that make all the difference for you, your staff and your patients. You'll be glad you did!

Sincerely,

A handwritten signature in black ink that reads "Buck Drew D.D.S." with a stylized flourish at the end.

Buck Drew, D.D.S.