

Keith Hammond, D.D.S.

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Several years ago, I was invited to attend a meeting in Salt Lake City to hear about Silkin Management Group, a practice management group from Portland, Oregon. I attended the meeting and was impressed not only with the management training concepts but also with the integrity level of the individuals presenting the course. I went home and shared the information with my wife.

To be honest, we were already struggling. How could we possibly justify another expense? I talked my wife into attending a discussion with a consultant from Silkin. It was not an easy sell! Now she is one of their biggest supporters. She often speaks to dentists or their spouses who are looking for information about Silkin Management Group and the benefits of their practice management program.

Before we began with Silkin, my practice was struggling. I used to have one receptionist who answered the phones, made the appointments and assisted me. I paid the bills, sent out the monthly statements, tried to collect delinquent accounts, cleaned the office and, oh yeah, practiced dentistry. I was only producing about \$13,000 per month. It used to be that if we produced \$40,000-\$50,000 per month we were satisfied. Now if we are below \$80,000 we are disappointed. Recently we returned from a week long vacation in California with our children and the office still produced over \$90,000 this month.

Please keep in mind that we live in a small community in Northern Utah where the average dental fee is considerably lower than those in many other parts of the country. And according to statistics from the UDA, there are an average of only 900 patients per dentist here.

The difference between my continually expanding practice and those that are struggling is the training we have received from Silkin Management Group. With the help of our consultant, we have totally restructured the way the practice is organized. To accommodate growth, we have added two new operatories and will be taking on an associate. We now have an office manager and a full compliment of well-trained staff adequate to meet the needs of our ever-increasing number of patients. We each know our job. Mine is doing what I like the best – practicing dentistry. That’s my only job. I no longer have to worry about any of the other problems. All I do is produce.

I highly recommend Silkin Management Group. Looking back on the business decisions I’ve made over the course of my career, one I would definitely make again is signing up with Silkin. But given the opportunity again, I would do it right out of school instead!

If you have any further questions, I would be happy to talk to you.

Sincerely,

A handwritten signature in black ink that reads "Keith Hammond". The signature is written in a cursive, flowing style.

Keith Hammond, D.D.S.