



## Communication Solutions for Veterinarians

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[www.csvets.com](http://www.csvets.com)

### Consulting Services Agreement

Let us diagnose opportunities to improve your practice and provide how-to training and resources for your team. During an on-site consultation, we evaluate doctors' and staff members' communication skills and client service, identify ways to improve compliance and practice growth and offer training tailored to your team. Choose a consultation for one, two or three days, or a yearlong program with an initial three-day consult followed by quarterly one-day consults.

Our consulting services include:

**Consultation Report**—A detailed summary of our observations and specific recommendations of improvements and programs to increase your client service and practice revenue

**Implementation Plan**—A monthly action plan to achieve your medical and financial goals

**Training Materials**—In-clinic training helps your team develop the skills and techniques to better serve clients and patients. Select from nearly 60 topics featured in our seminar catalog at [www.csvets.com](http://www.csvets.com). Each team member receives a workbook with training topics you select. Your consulting report includes a master set of training materials to use for new employees as well as a refresher for existing staff.

Each level of on-site consulting includes:

- A 1-hour, pre-consult conference call with the hospital owner(s) and practice manager to discuss your specific needs and to develop an on-site agenda
- On-site training with workbooks and goal-planning exercise for the hospital team
- PowerPoint presentations with an LCD projector and multi-media presentations
- A written report of the consultation findings and recommendations
- A consultation notebook filled with recommendations, monthly action plan, training materials and resources to help you implement the action plan
- Phone support included after each consultation

#### □ Level 1 Consulting: 1-day on-site consult (mild)

Designed for hospitals that need solutions for specific communication, client service and management issues, this 1-day consult includes:

- ½ day of staff observation including shadowing doctors and technicians in exam rooms, observing the practice team at work and sharing suggestions on teamwork and client service
- ½ day of training tailored to the hospital's specific needs (i.e. receptionist skills, client service, medical programs, marketing, etc.)

- Follow-up conference call to discuss the recommendations and action plan
- 3 months of complementary phone support, allowing the practice team to call us with follow-up questions or implementation suggestions
- Monthly conference calls for 3 months to help with implementation of the action plan and to answer your questions

Fee = Our Level 1 on-site consulting fee is \$2,500 plus travel and related expenses. A \$750 travel retainer is required when booking a consultation.

### **□ Level 2 Consulting: 2-day on-site consult (moderate)**

Designed for hospitals that need solutions to several or advanced client service, communication and management issues, this 2-day consult includes:

- 2 days of staff observation including shadowing doctors and technicians in exam rooms, observing the practice team at work and sharing suggestions on teamwork and client service
- Training tailored to the hospital's specific needs (i.e. receptionist skills, client service, medical programs, marketing, etc.)
- Meeting with the hospital owner(s) and practice manager to discuss our findings and recommendations
- Follow-up conference call to discuss the recommendations and action plan
- Monthly conference calls for 6 months to help with implementation of the action plan and to answer your questions
- 6 months of complementary phone support, allowing the practice team to call us with follow-up questions or implementation suggestions

Fee = Our Level 2 on-site consulting fee is \$5,000 plus travel and related expenses. A \$750 travel retainer is required when booking a consultation.

### **□ Level 3 Consulting: 3-day on-site consult (major)**

Designed for hospitals that need solutions to multiple or complex client service, communication and management issues, this 3-day consult includes:

- 3 days of staff observation including shadowing doctors and technicians in exam rooms, observing the practice team at work and sharing suggestions on teamwork and client service
- Training tailored to the hospital's specific needs (i.e. receptionist skills, client service, medical programs, marketing, etc.)
- Meeting with the hospital owner(s) and/or practice manager to discuss our findings and recommendations

- Follow-up conference call to discuss the recommendations and action plan
- 9 months of complementary phone support, allowing the practice team to call us with follow-up questions or implementation suggestions
- Monthly conference calls for 9 months to help with implementation of the action plan and to answer your questions

Fee = Our Level 3 on-site consulting fee is \$7,500 plus travel and related expenses. A \$750 travel retainer is required when booking a consultation.

#### □ **Level 4 Consulting: Yearlong on-site consults (ongoing support)**

Designed for hospitals that want yearlong, ongoing support to fine-tune their client service, hospital management and teamwork, this program provides an initial consultation of 3 days on-site, followed by a 1-day on-site consult each quarter along with monthly 1-hour conference calls to monitor and help with implementation.

Initial 3-day consult includes:

- 3 days of staff observation including shadowing doctors and technicians in exam rooms, observing the practice team at work and sharing suggestions on teamwork and client service
- Training tailored to the hospital's specific needs (i.e. receptionist skills, client service, medical programs, marketing, etc.). Training can be spread between all three days so the hospital still operates at full capacity.
- Follow-up conference call to discuss the recommendations and action plan
- 12 months of complementary phone support, allowing the practice team to call us with follow-up questions or implementation suggestions
- Monthly conference calls for 12 months to help with implementation of the action plan and to answer your questions

Each quarterly follow-up 1-day on-site consult includes:

- Assistance with implementing the recommendations and action plan
- Observations of client service and hospital management
- Training tailored to the hospital's specific needs and matched with the action plan activities

Fee = Our Level 4 on-site consulting fee is \$7,500 for the initial consult, then \$2,500 per quarter (total of \$15,000 per year) plus travel and related expenses. A \$750 travel retainer is required when booking each on-site consultation.

#### □ **Seminars**

You can choose from nearly 60 seminar topics created especially for veterinarians, practice managers, technicians and receptionists. Our seminars include examples of best practices from hospitals nationwide, innovative concepts and ideas you can implement instantly.

Seminars are \$250 per lecture hour plus travel and related expenses, with a minimum booking of 2 hours or \$500. A \$750 travel retainer is required when booking seminars.

**ACCEPTANCE OF AGREEMENT**

**Please check the level of consulting services you desire.** Prices shown are good for 60 days. Communication Solutions for Veterinarians will receive **1/2 of the total consulting fees in advance as a retainer** upon signing of this agreement. Communication Solutions for Veterinarians will invoice the hospital for the remaining balance after the completion of the on-site consultation and consulting report. Payment is due within 30 days of the invoice date. After 30 days, any outstanding balance will accrue a 2% service charge each month until paid in full. All payments will be applied first to service charges and then to the oldest outstanding invoice for services.

**To accept this consulting agreement, please sign and return a copy to Communication Solutions for Veterinarians by mail to 6455 Montano Place, Castle Rock, CO 80108 or fax to 720-293-0077.**

Consulting service	Consulting retainer (1/2 of fees)	Travel retainer	Amount due when booking
<input type="checkbox"/> Level 1 consult, \$2500	\$1250	\$750	\$2000
<input type="checkbox"/> Level 2 consult, \$5000	\$2500	\$750	\$3250
<input type="checkbox"/> Level 3 consult, \$7500	\$3750	\$750	\$4500
<input type="checkbox"/> Level 4 consult, \$15000	\$7500	\$750	\$8250
<input type="checkbox"/> Seminars \$250 per hour, minimum of 2 hours	\$ 500	\$750	\$1250

**For your convenience, you may pay your retainer with the following methods:**

- Check payable to Communication Solutions, 6455 Montano Place, Castle Rock, CO 80108
- MasterCard
- Visa
- American Express

Card # \_\_\_\_\_ Expires \_\_\_\_\_

Signature (required for credit-card charges) \_\_\_\_\_

**Accepted by:**

Dr. \_\_\_\_\_

Hospital name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Phone (\_\_\_\_\_) \_\_\_\_\_ Fax (\_\_\_\_\_) \_\_\_\_\_

Website www. \_\_\_\_\_ E-mail \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date