

Practice Solutions Framework Leads to Successful COVID-19 Recovery

Practice Solutions Profiles
Callan White, DDS
Asheville, North Carolina




 **Leadership
Workshop**

Attended the virtual leadership workshop.

 **Team
Design**

Rehired back the team intentionally in alignment with his practice recovery.

 **Recovery
Budget**

Gained an accurate picture of the practice's financial position.

Support During COVID-19

When North Carolina shut down due to the COVID-19 health crisis, Dr. Callan White made the very difficult decision to lay off his staff. Even his wife, who is also a dentist, stopped working for the practice. He was understandably angry, frustrated, and wary about the practice's future.

In early April, Dr. White attended Spear's virtual Practice Solutions workshop titled *Leading in Turbulent Times: Navigating the Chaos and Creating New Norms*. He said these few days were a pivotal point for him. When he saw the framework the practice management experts at Spear had created for practice recovery, he felt empowered to take the tools provided and implement his recovery plan.

Dr. White first secured additional financing for his budget, and then he intentionally hired back team members as needed. He armed his hygienists with real statistics about the risks of coming back to work, and he outlined all of the steps he'd taken to mitigate those risks. They unanimously chose to come back to work.

About 90% of their patient flow has returned, the entire staff including two new hygienists have been hired back, and Dr. White is hopeful this will be business as usual for the foreseeable future.



"Sometimes it's hard to let someone help you with your practice. I know as a doctor I tend to try to do things my own way. I'm so glad I trusted the framework that Spear Practice Solutions provided, and I encourage every dentist out there to reach out and get support."

- CALLAN WHITE, DDS, ASHEVILLE, NC