

# Teamwork and Positive Leadership Drive Successful Practice Recovery



Practice Solutions Profiles  
**Matthew Rogers, D.M.D.**  
Manchester, Connecticut

## Recovery Initiatives

The operational partners completed the 4 recovery initiatives.

## Patient Financing

The team uses the negotiation waterfall to find patient financing solutions.

## Teamwork

The team worked together to stay in touch with patients during the crisis.

## Leadership in Crisis

Dr. Matthew Rogers originally joined Practice Solutions to get impartial feedback on the business side of his practice. He knew he was a strong clinician and had excellent leadership skills, but wanted new ideas and suggestions to help his practice run even smoother.

Practice Solutions helped Dr. Rogers and his team implement new ideas such as photography which in turn increased case acceptance. He also worked with his consultant to get a conservative budget and savings plan in place.

When COVID-19 hit, Dr. Rogers's first priority was the safety and health of his patients and his team. He and his team scaled back their schedule and met regularly to share COVID-19 news and discuss concerns. Once the office shut down completely, he and his team watched Spear Online videos and Spear webinars, and continued to meet virtually. They worked with their Spear consultant on their practice recovery plan to prepare for their reopening. Because of their conservative budget and savings, team members were able to work part time through the entire crisis.

Now the practice is reopen and operating within budget while meeting the financial and safety concerns of their patients.



*“Everyone on our team has pitched in to help during the COVID-19 crisis. The leaders on my team took Spear’s recovery projects seriously and we’ve all benefited from it. I am incredibly thankful for my service-minded team and their commitment to the practice.”*

- MATTHEW ROGERS, D.M.D., MANCHESTER, CONNECTICUT