Want to make a million dollars?

By Louis Malcmacher, DDS, MAGD

Every day that I get to the office, I find on my desk a pile of mail, as do you. For some reason, I always feel that going through the pile of mail is the first thing that I need to do before I can do anything else. In this day of instant messaging and e-mail, where anything really important will be sent to me immediately, the good old snail mail still holds some kind of magical attraction even though it has probably taken two days or up to a week to actually land on my desk.

Allow me to share what my dental office mail looks like and I’m sure that it is very similar to yours. I finger the pile and think, “Ah, here is one that looks attractive.” The outside says, “If you ignore this opportunity, you’ll be losing money!”

I open this letter to read that some new “marketing genius” is going to help me and many other dentists get new patients with his “secrets.” Then I read that those secrets are going to cost me $1,500 down and an additional $40,000 over the next year. I’ll pass on that, thank you very much.

Well, let’s open the next envelope then. Once again, it’s another “marketing genius,” but this one is actually a dentist. Reading further I learn that he used to be a dentist. He explains how he started practicing at age 25 and he made so much money in dentistry that he retired at age 29.

I can buy his secrets for $1,995 and then pay him an additional $2,500 each month for the rest of his natural life to get some monthly reports about how to make gobs of money. I’m not upset by the price as much as I am upset by the fact that I am 20 years past his retirement.

You know, I really have to go see patients, but I can’t help but open up another envelope that is screaming at me with a line on the outside that says, “This one trick will increase your production by $90,000 each month.” I better read this before I see today’s patients because I am always looking for ways in increase production. This one has to be good.

I open up the letter and read about how a dentist once sent a mug filled with flowers to a patient, and the patient subsequently had $30,000 worth of dentistry with that very same dentist.

The letter’s logic claims that if you send three patients, adding new services to your office and being outstanding consulting group that can break you out of your slumber and kick you up to the next level. The McKenzie Management team can teach you what you don’t know and help guide your practice to new heights as they have done with so many other dental practices for the last 30 years.

I have a confession to make. Because I speak so often to so many dental professionals, people assume that I know it all. I will be the first to tell you that I am always learning things, especially in business.

I have a business consultant to help guide me. A good consultant will pay for himself or herself many times over.

How do you learn the business of dentistry? Going to courses helps, but I will give you a much better way: get a great consultant for your practice. You don’t know what you don’t know.

I find so many dentists trapped in their own little world and they have no idea that the avenue of opportunity is much broader than the narrow way they are looking at their practices.

For example, Sally McKenzie of McKenzie Management, a member of The Dentists Network, is an outstanding consulting group that can break you out of your slumber and kick you up to the next level. The McKenzie Management team can teach you what you don’t know and help guide your practice to new heights as they have done with so many other dental practices for the last 50 years.

You will be successful by refining your clinical skills, learning what patients want and giving it to them, adding new services to your office and being an excellent communicator so that you can talk to...