

October 11, 2005



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To whom it may concern:

The Cholakis Dental Group is the only interdisciplinary clinic in Western Canada that is staffed with generalists and specialists. Our clinical model, like the Mayo Clinic, emphasizes caring and collaboration. Together our group of general and cosmetic dentists, pediatric dental specialists, orthodontists, periodontists, implant specialists, oral pathologists, hygienists, dental assistants and administrators all work together. The healthcare advantages of networking together with patients in a single facility are enormous because of the immediate access to expertise, improved lines of communication, superior efficiency, and the enhanced opportunity for learning, research and innovation.

We take pride in our patients, our people and our level of patient care which is why we are always searching for progressive and innovative methods to conduct business. After discussing Lean Manufacturing concepts with George Trachilis, founder of OEM Consultants, we were intrigued at the thought of applying value stream management principles to our service industry.

We hired OEM Consultants to lead us through a 10 week implementation in our administration process. Some highlights of our project include:

- o increased administration's ability to process four times the number of patients
- o reduced the traveling time and distance traveled of hygienists and dental assistants by more than half through improved communication systems
- o received an average score of 9.5 out of 10 on a New Patient Experience Survey conducted over a one month period
- o enhanced the patient experience by improved personal service

All of these improvements have been done through increased communications, increased available time at each administrator and without hiring additional staff. Administrators are happier and feel better equipped to handle the increased patient load as the clinic grows.

We are pleased to recommend Pat Remillard, Value Stream Specialist, to any healthcare organization determined to bring their business to the next level. Pat has shown incredible insight in understanding our complex practice in an amazingly short amount of time.

OEM Consultants has executed planned activities while exhibiting drive, energy, commitment and professionalism in every step of our journey. We have decided to enter into a year-long relationship to delve deeper into our process and focus on the activities that add value to our patients and to continue streamlining our work flow.

Sincerely,

A handwritten signature in blue ink that reads "Arlene Weslak". The signature is fluid and cursive, written over a light blue circular stamp.

Arlene Weslak
General Manager
Cholakis Dental Group
Southwest Specialty Group

