



## Cypress Veterinary Hospital

Several years ago, I started working with Silkin, a national practice management firm. I was looking to improve the efficiency in my practice and to increase the overall productivity. I received a free practice evaluation. Their analyst identified problem areas in the office, created a program to improve them and helped us to implement it. Using their program has made all the difference in the world for my practice.

After two years of unchanging revenue, we implemented Silkin's management methods and increased our gross by over 15% the first year and continued to grow the following year. We have become an efficient veterinary healthcare team. The morale in our hospital is UP, UP, UP. The doctors and staff members have seen the rewards of the program in several ways: decreased confusion in the office, improved staff efficiency, significant financial benefits for the doctors and, most importantly, greatly increased pride for all in our ability to deliver superb care to our patients and clients.

I would recommend Silkin to improve any veterinary practice. If you'd like to better your practice but don't know how to take the first step, contact Silkin and take advantage of their offer for a free practice evaluation. It's interesting, informative and can show you how to create the practice you've always wanted to have.

Sincerely,

A handwritten signature in black ink, appearing to read "Paula DeCosta", written in a cursive style.

Paula DeCosta, D.V.M.