

Consulting Services Agreement

Let us diagnose opportunities to improve your practice and provide how-to training and resources for your team. During an on-site consultation, we evaluate doctors' and staff members' communication skills and client service, identify ways to improve compliance and practice growth, and offer training tailored to your team. Choose a consultation for one, two or three days, or year-round programs with an initial three-day consult followed by quarterly one-day consults.

Our consulting services include:

Consultation Report—A detailed summary of our observations and specific recommendations for improvements and programs to increase client service and practice revenue.

Compliance Opportunity Assessment—A summary of compliance for the last 12 months for dogs and cats in intestinal parasite testing, heartworm testing, dentistry, flea/tick and heartworm preventatives, and senior screens. The assessment quantifies current compliance in 8 areas and sets a goal for 20% improvement. The report also projects practice income with a 20% compliance growth based on your current fees. We provide scorecards for you to update and post for staff.

Implementation Plan—A monthly action plan for 12 to 18 months with step-by-step instructions to achieve the hospital's goals.

Training Materials—In-clinic training helps your team develop the skills and techniques to better serve clients and patients. Select from nearly 90 topics featured in our seminar catalog at www.csvets.com. Each employee receives a workbook with training topics you select. Your consulting report includes a master set of materials to use for new employees and existing staff.

You will have monthly conference calls following the consultation based on the level of consulting support:

- Level 1 consult = 3 months of ongoing conference calls and support
- Level 2 consult = 6 months of ongoing conference calls and support
- Level 3 consult = 9 months of ongoing conference calls and support
- Level 4 consult = 12 months of ongoing conference calls and support

Each level of on-site consulting includes:

- A 1-hour, pre-consult conference call with the hospital owner(s) and practice manager to discuss your specific needs and to develop an on-site agenda
- On-site training with workbooks for your hospital team
- PowerPoint presentations with an LCD projector and multi-media presentations
- A written report of the consultation findings and recommendations
- A consultation notebook filled with recommendations, monthly action plan, training materials, and resources to help you implement the action plan
- Phone support included after each consultation

❑ **Level 1 Consulting: 1-day on-site consult (mild)**

Designed for hospitals that need solutions for specific communication, client service and management issues, this 1-day consult includes:

- ½ day of staff observation, including shadowing doctors and technicians in exam rooms, observing the practice team at work, and sharing suggestions on teamwork and client service
- ½ day of training tailored to the hospital's specific needs (i.e. receptionist skills, client service, medical programs, marketing, etc.)
- Follow-up conference call to discuss the recommendations and action plan
- 3 months of phone support, allowing the practice team to call us with follow-up questions or implementation suggestions
- Monthly conference calls for 3 months to help with implementation of the action plan and to answer your questions

Fee = Our Level 1 on-site consulting fee is \$3,000 plus travel and related expenses. A \$750 travel retainer is required when booking a consultation.

❑ **Level 2 Consulting: 2-day on-site consult (moderate)**

Designed for hospitals that need solutions to several or advanced client service, communication and management issues, this 2-day consult includes:

- 2 days of staff observation, including shadowing doctors and technicians in exam rooms, observing the practice team at work, and sharing suggestions on teamwork and client service
- Training tailored to the hospital's specific needs (i.e. receptionist skills, client service, medical programs, marketing, etc.)
- Meeting with the hospital owner(s) and practice manager to discuss our findings and recommendations
- Follow-up conference call to discuss the recommendations and action plan
- 6 months of phone support, allowing the practice team to call us with follow-up questions or implementation suggestions
- Monthly conference calls for 6 months to help with implementation of the action plan and to answer your questions

Fee = Our Level 2 on-site consulting fee is \$6,000 plus travel and related expenses. A \$750 travel retainer is required when booking a consultation.

❑ **Level 3 Consulting: 3-day on-site consult (major)**

Designed for hospitals that need solutions to multiple or complex client service, communication and management issues, this 3-day consult includes:

- 3 days of staff observation, including shadowing doctors and technicians in exam rooms, observing the practice team at work and sharing suggestions on teamwork and client service
- Training tailored to the hospital's specific needs (i.e. receptionist skills, client service, medical programs, marketing, etc.)
- Meeting with the hospital owner(s) and/or practice manager to discuss our findings and recommendations
- Follow-up conference call to discuss the recommendations and action plan
- 9 months of phone support, allowing the practice team to call us with follow-up questions or implementation suggestions
- Monthly conference calls for 9 months to help with implementation of the action plan and to answer your questions

Fee = Our Level 3 on-site consulting fee is \$9,000 plus travel and related expenses. A \$750 travel retainer is required when booking a consultation.

❑ **Level 4 Consulting: Year-round programs (ongoing support)**

Designed for hospitals that want year-round, ongoing support to fine-tune their client service, hospital management and teamwork, this program provides an initial consultation of 3 days on-site, followed by a 1-day on-site consult each quarter along with monthly 1-hour conference calls to monitor and help with implementation.

Initial 3-day consult includes:

- 3 days of staff observation, including shadowing doctors and technicians in exam rooms, observing the practice team at work and sharing suggestions on teamwork and client service
- Training tailored to the hospital's specific needs (i.e. receptionist skills, client service, medical programs, marketing, etc.). Training can be spread between all three days so the hospital still operates at full capacity.
- Follow-up conference call to discuss the recommendations and action plan
- 12 months of phone support, allowing the practice team to call us with follow-up questions or implementation suggestions
- Monthly conference calls for 12 months to help with implementation of action plan and to answer your questions

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Each quarterly follow-up 1-day on-site consult includes:

- Assistance with implementing the recommendations and action plan
- Observations of client service and hospital management
- Training tailored to the hospital's specific needs and matched with action plan activities

Fee = Our Level 4 on-site consulting fee is \$9,000 for the initial consult, then \$3,000 per quarter (total of \$18,000 per year) plus travel and related expenses. A \$750 travel retainer is required when booking each on-site consultation.

□ Seminars

You can choose from nearly 90 seminar topics created especially for veterinarians, practice managers, technicians and receptionists. Our seminars include examples of best practices from hospitals nationwide, innovative concepts and ideas you can implement instantly.

Seminars are \$2,500 daily rate plus travel and related expenses. A \$750 travel retainer is required when booking seminars.

Communication Solutions for Veterinarians Inc. is an American Association of Veterinary State Boards of Registry of Approved Continuing Education Provider.

ACCEPTANCE OF AGREEMENT

Please check the level of consulting services you desire. Prices shown are good for 60 days.

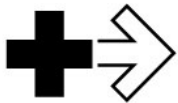
Terms

Communication Solutions for Veterinarians Inc. will receive half of the consulting fee as a retainer upon signing of this agreement. Communication Solutions will bill you for the balance after the completion of each project.

Payment is due within 30 days of the invoice date. Past due invoices may be subject to a finance charge of 1.5% per month, which is an annual percentage rate of 18%, plus reasonable attorney fees for collection of past due indebtedness, should they be turned over to an attorney or collections agency for collection or asset investigation.

Cancellation policy

Speaking engagements and on-site consulting services may be cancelled more than 10 business days without penalty, except reimbursement of incurred expenses. Speaking or consulting engagements cancelled between 5 to 10 business day will be subject to a 50% honorarium and reimbursement of incurred expenses. Speaking or consulting engagements cancelled between 0 to 5 business day will be subject to a 75% honorarium and reimbursement of incurred expenses.



ACCEPTANCE OF AGREEMENT

To accept this consulting agreement, please **SIGN** and return a **COPY by mail** to:

Communication Solutions for Veterinarians Inc.
5640 County Line Place, Suite B-200
Highlands Ranch, CO 80126

A retainer of half of the consulting services is due upon booking.

Consulting service	Consulting retainer (1/2 of fees)	Travel retainer	Amount due when booking
<input type="checkbox"/> Level 1 consult, \$3,000	\$1,500	\$750	\$2,250
<input type="checkbox"/> Level 2 consult, \$6,000	\$3,000	\$750	\$3,750
<input type="checkbox"/> Level 3 consult, \$9,000	\$4,500	\$750	\$5,250
<input type="checkbox"/> Level 4 consult, \$18,000	\$9,000	\$750	\$9,750
<input type="checkbox"/> Seminars \$2,500 daily rate	\$1,250	\$750	\$2,000

For your convenience, you may pay your retainer with the following methods:

- Check payable to Communication Solutions
- MasterCard
- Visa
- American Express

Card # _____ Expires ____/____

Signature (required for credit-card charges) _____

Accepted by:

Dr. _____

Hospital name _____

Address _____

City _____ State _____ ZIP _____

Phone (____) _____ Fax (____) _____

Website www. _____ E-mail _____

Signature Date