



# Outsource Resource

## Support Services

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### ❖ COMPANY HISTORY

Founded in 1980 by *Tricia Henry*, we have been providing various support services to the dental & medical community under the names of *Ultimate Potential* and *Temporary Fillings*. In 1997, we merged the two companies and are now **OUTSOURCE RESOURCE** Support Services. All of our Consultants have a background in dentistry enabling them to adapt proven business principles to the clinical setting. If you would like more information about our services, please call for a complimentary consultation.

### ❖ PERSONNEL SERVICES

#### **Staffing Services - Temporary**

All of OUTSOURCE RESOURCE's Professional Support Staff have a minimum three years experience, have current licenses and must meet our stringent requirements to be on our staff. Many of our staff are experienced in the various specialties and since they are "permanent" employees of our service, we are able to offer consistency and quality in the services performed. Clients find our staffing support invaluable for illness, vacation, maternity leave, work overload, special projects or while searching for a new staff member. Whatever the reason, we are here to assist you in scheduling your temporary staffing needs. We can be reached by pager 24/7 for those after hours emergencies.

Our fees for our Professional Support Staff are:

\$52.00 per hour for Registered Dental Assistants and Office Administrators

\$58.00 per hour for Registered Dental Assistants in Extended Functions

\$79.00 per hour for Registered Dental Hygienists

**These fees *include* the staff's wage plus all the employment taxes, worker's compensation insurance, benefits and other payroll related expenses. There is no separate referral charge** and since the staff are our employees, you do not have to worry about employment forms, payroll, OSHA training, Hepatitis B vaccines, unemployment claims, and W2s at the end of the year.

#### **Staffing Services - Permanent**

Our Human Resource Director is readily available to assist both auxiliaries and offices in developing a harmonious, long-term work relationship. All candidates are interviewed, background/references checked, and all licenses verified as current. The client office is also "interviewed" and detailed job descriptions are gathered. Individuals and offices are matched according to the needs of both. Only candidates or jobs that meet your specifications are referred for an interview to minimize your time away from the dental chair or time off work.

Permanent Placement fees are: One-time fee of \$500 for each day of the week hired (maximum 5 days)

## ❖ BUSINESS SERVICES

### **Human Resource Department**

Our Personnel consulting services include:

- ▲ Developing personnel policies and a customized employment policy manual
- ▲ Maintaining employee records, schedule & administer performance reviews
- ▲ Developing compensation and benefits programs
- ▲ Staff meeting facilitation and personnel consulting
- ▲ Conflict resolution, meeting facilitation and training in communication techniques

### **Business Systems Consulting**

Dentistry in today's environment not only has to be concerned about delivering quality patient care, but has to function effectively as a business. Beginning with a 'needs analysis', our Consultants will design, implement & evaluate specific or total office systems to reflect the practice's physical facilities, budget, philosophies & goals. Whether it be fine tuning or a major overhaul, the program is individually tailored to fit the office's needs and personalities.

### **Financial Administration**

As an accountant specializing in computerized bookkeeping systems utilizing multiple accounting programs, *Stephen Henry, BS* joined our team in 1995 to work with dentists and other small businesses in:

- ▲ Financial Administration consulting and system set-up
- ▲ Accounting, budgeting, cash flow analysis, projections, cost analysis
- ▲ Full charge bookkeeping- accounts payable, payroll, financial statements, etc.

Stephen is also a Certified Apple Consultant to assist with computer programs and networks.