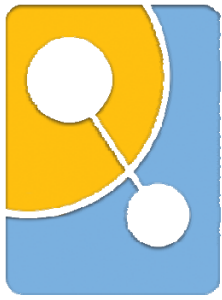


IMCS
indigo medical
consulting services

Medical Practice Management Services

***Helping Healthcare Professionals
Succeed in Business***



IMCS
indigo medical
consulting services

Background of Company

Indigo Medical Consulting Services is a boutique medical practice management consulting company providing a range of services and solutions to healthcare professionals to enable them to succeed in having a profitable and successful business.

Indigo Medical Consulting Services was established in 2004 to provide a complete and comprehensive practice management service to meet the growing needs and requirements of the medical profession. We have offices located in New South Wales (Sydney and Central Coast), Queensland and Victoria.

Indigo Medical Consulting Services consists of a team of highly skilled and dedicated consultants that are passionate about the medical industry. Our team consists of:-

Bernadette Beach
Director

Bernadette Beach is the Director of Indigo Medical Consulting Services. Bernadette Beach has extensive management experience in Administration, Recruitment (internally and externally), Human Resources, Marketing/Business Development and Operations within the medical and legal profession.

Bernadette provides a wealth of experience in the recruitment of staff for medical practices.

Nicole Grundy
Business Manager QLD
National Training Manager

Nicole has worked within the healthcare industry for over ten years in many different sectors, hospitals, medical centres, specialists and radiology practices, acquiring positions as Administration/Reception, Practice Manager, Business Manager and Operations Manager.

Nicole has extensive knowledge of management and procedures to successfully run an efficient and productive practice. She has also assisted as an Accreditation Surveyor and has had extensive experience in preparing general practices for accreditation.

Nicole is an accredited Trainer (Certificate IV in Workplace Training & Assessment TAA) and is responsible for the national training for Indigo Medical Consulting Services.

Nicole has a Business Management Diploma.

Sandi Foley
**Practice Management
Consultant**

Sandi has over 30 years experience within the medical industry as a Nurses Aide, Medical Secretary, Practice Manager in a Specialist practice and Human Resources Manager for a large pharmaceutical company in Australia and NZ, Personnel Consultant as well as a Dental Assistant and Practice Manager in the Dental Industry. Sandi is a fully qualified accredited Trainer (Cert IV in Workplace Training and Assessment TAA), Advanced Cert in Personnel Management and Dip Anatomy and Physiology. She has established both Medical Specialist and Dental practices as well as working in the Private hospital sector in administration. In addition, she has taught Anatomy and Physiology and Clinical Management at private colleges for over 6 years. Sandi brings a wealth of experience, skills/knowledge and passion to our Dental and Medical courses (or services).

Sandi teaches our Dental Assisting, Medical Reception, Medical Terminology and Blue Chip software as well as setting up Medical Specialist practices and recruitment of staff.

Glenys Stabback
Training Consultant – NSW

Glenys has had 10 years experience as a Personal Assistant in the Insurance Industry and the Telecommunications Industry before leaving the workforce to become a full time mother. She returned to the workforce 7 years ago as an Office Manager before changing to the Medical Industry 6 years ago. She has vast experience in the private sector in Allied Health starting as a Medical Receptionist, then progressing to Practice Manager and later, Administrator.

Glenys has extensive knowledge of the policies and procedures needed to streamline and maintain an efficient, professional practice, with expertise in merging practices and medical reception training.

Glenys is also a qualified Massage Therapist and has completed courses in Practice Management, along with High Distinctions in Anatomy & Physiology, and Symptomatology & Pathology.

Glenys teaches our Medical Reception, Medical Terminology & Pracsoft Software.

Our Values

At Indigo Medical Consulting Services, we pride ourselves on our commitment to improving medical practices.

It is important to develop a culture within a company that is built on a high standard of professionalism, quality, integrity, commitment and strong work values, to both clients and to team members that work within the company.

Indigo Medical Consulting Services is a company that prides itself on its passion and love for the industry and in ensuring that the best possible service and results are achieved each and every time. Our team consists of people that share in this same passion and vision of the company.

We are professional, yet friendly and personable. Dedication, honesty, integrity, communication and outstanding customer service are the values and standards that contribute to the success of our company.

We like to feel and want you to feel that we are a part of your team and work closely with your people to understand your business, mission/vision and your future goals and objectives, so that we can help you achieve them.

Our Services

Recruitment

It is important to build a strong team within your business as it is crucial to the success of a business. It improves productivity, develops a team culture/employee morale and profitability.

We provide a comprehensive medical recruitment service for temporary, permanent and part time placements for the following positions:-

- Senior Executive Management
- Practice Manager
- Medical Receptionist/Secretary
- Medical Administration
- Practice Nurse

Our recruitment programme has been specifically tailored to the environment of the medical industry and is customised to each and every business's individual needs and requirements to source the right 'fit' for the role and the culture of the practice. It involves a comprehensive process of five stages.

Stage 1 – Creating Business Profile

This is the very important first stage as we gain an understanding of your business structure (people, systems, processes and procedures), mission/vision and goals and objectives.

To effectively find the right people, we have to know your business, the interactions and interrelations of processes and people. We like to think of ourselves as an extension of your management team.

This first stage consists of the following:-

- Meet with you at your business to discuss your requirements
- Business Profile. We gather the following information:-
 - ◇ Background, systems, processes and procedures
 - ◇ Profile of your people
 - ◇ Business Support needs
- Position Description
 - ◇ Gain an understanding of the role and compile a Position Description

- Position Criteria
 - ◊ Set the criteria of the role to ensure the core competencies of the role will be met and the personality style compliments the culture of the practice
- We provide you with a written Business Profile for your review and confirmation. This document will form the basis of our recruitment and selection process.
- Organise a time to meet with your team and observe your business processes and procedures.

Stage 2 – Interviewing and Analysing

We have found Seek and My Career internet employment sites to be the most effective advertising means in sourcing quality staff. However, we also advertise on Career One employment site and other industry related sites. The advertisement of the position is also placed on the Indigo Medical Consulting Services' website.

The job advertisement is very important as it markets your business and describes the role in detail. A job advertisement's aim is to attract the attention of the candidate and elicit desire in them to apply for your position over another position, which may only have given a brief description of the role and no real understanding of the business or role.

We produce an advertisement that is detailed, eye catching (attention, interest and desire to apply) and specifically attracts the target market. We forward the draft advertisement through to you for review before placing on the employment sites.

Our interview process is the opportunity for us to thoroughly get to know the candidate on all levels and analyse their suitability based upon the Business Profile. Our interview questions are designed to give us a deeper understanding of the candidate's work history, career aspirations, experience, skills, strengths and weaknesses. We also assess the following core competencies:-

- | | |
|--|---------------------------|
| ▪ Customer Service | ▪ Problem Solving |
| ▪ Standards | ▪ Communication |
| ▪ Initiative | ▪ Planning and Organising |
| ▪ Managing Own Performance Development | ▪ Coping Mechanisms |
| ▪ Work Values / Trust and Integrity | ▪ Team Building |
| ▪ Management and Leadership | ▪ |

Stage 3 – Assessment of Skills

It is important to verify a candidate's skills and personality to ensure they meet the core competencies of the role and suitability to the business environment and culture. We have a series of assessments that we are able to conduct on candidates, dependant on the role and skill competencies required. We also utilise the DISC Profiling system.

Medical	Office/Clerical	Accounting	Personality Profile
<ul style="list-style-type: none"> • Medical Typing • Medical Office Knowledge • Medical Terminology • Compassion/Service • Patient Relations • Tolerance 	<ul style="list-style-type: none"> • Word • Excel • Powerpoint • Receptionist Skills • Filing • Data Entry 	<ul style="list-style-type: none"> • MYOB • Quickbooks • Accounts Receivable • Accounts Payable 	<ul style="list-style-type: none"> • Ambition • Self Confidence • Assertiveness • Helping Disposition • Reliability • Stress Management • Team Player • Trustworthiness • Flexibility

Stage 4 – Reference Verification

We provide you with a detailed and quality workplace reference relating to the candidate's past work history, duties, experience and performance. The candidate's referee is also given a detailed description of the role they have applied for and the duties and responsibilities contained within the role. This is to ensure the accuracy and quality of the reference, with specific relevance to the role.

Stage 5 – Performance Management Review, Planning & Development

Once the new employee commences in the role, it is important to monitor and evaluate their performance on an ongoing basis, to provide quality feedback and to continue to develop their skills and knowledge within the role. This is valuable to you as an employer as it creates a motivated and enthusiastic employee and enables you to establish effective goals and objectives within the role, which will contribute and lead to the overall success of the business.

We provide a performance management review, planning and development programme for the new employee during the first 12 months of their employment. Our programme is structured as follows:-

1 Month	Review and evaluation with employee and direct supervisor by telephone
2 Months	Review and evaluation with employee and direct supervisor by telephone
3 Months	Performance Management Review & Development Meeting to review performance and to establish goals for the next three month period.
6, 9 & 12 Months	Performance Management Review & Development Meeting to review performance and to establish goals for the next three month period.

HR Solutions

Our HR Solutions provides you with the facility to outsource your Human Resources requirements, reducing your costs and providing a superior level of service to your employees.

- Job Descriptions (Compiling, reviewing role and duties/responsibilities)
- Performance Management & Development Plans
- Staff Conflict and Communication Issues
- Staff Meetings
- Coaching/Mentoring (succession planning – receptionist/secretary developing into a Practice Manager role)

Training

Our affiliated organisation, Indigo Medical & Dental Training Pty Ltd is a nationally recognised training organisation that provides accredited and non accredited training to the medical and dental industry Australia-wide.

Our courses are offered via group workshops (in Sydney, Central Coast, Newcastle, Penrith Canberra, Gold Coast and Melbourne), via flexible (distance learning), onsite training at your premises or individual coaching/mentoring.

We provide the following qualifications via flexible (distance) learning:-

Accredited Training

- Certificate II in Business (Medical Reception) (BSB20107)
- Certificate III in Medical Administration
- Certificate IV in Frontline Management
- Certificate IV in Business Management

These courses can be commenced at any time during the year – no set intake/enrolment dates. By also offering our training flexibly and by distant learning, it gives Students the ability to complete the course at their own pace i.e. more quickly or dedicate more time to a particular area as well as complete the course in the comfort of their home or workplace environment. Our training is customised to suit the individual's learning style so a more personalised training is received in a coaching/mentoring style. A Training Assessor will be appointed who will liaise with the Student via telephone, email and conduct regular meetings to give the support and assistance required to successfully complete the course.

Government incentives are also available for qualifying employees within practices.

Non-Accredited Training

- Medical Reception
- Delivering Customer Service Excellence within the Health Industry
- Medical Reception for Specialist Practices (including working for a surgeon)
- Medical Terminology
- Pracsoft, Blue Chip and Medical Director software
- Practice Manager Workshops. Our workshops consist of the following:-

Finance: Understanding the Basics

- Day to day accounting procedures (petty cash, etc)
- Monthly accounting procedures (control sheets etc)
- Cost Management – how to manage budgets and accounting

Managing a Team

- Your role and responsibilities as a Practice Manager
- Leadership – how to become a better leader
- Staff reviews and management

Developing Yourself and Your Practice

- What is a successful medical practice
- Goal setting
- Marketing your medical practice

Time Management

- How to better manage your time to achieve individual goals and the practice goals

Communication and Conflict Management

- Personality types using the DISC method
- Discover your personality type
- How to deal with each personality type
- Communication – how to communicate more effectively
- Conflict management – why conflict happens
- Ways to resolve conflict and take control of the situation

Whether you need training for your whole team or one team member, we are able to customise training programmes to meet your staff's training needs now and into the future.

Practice Management

Healthcare professionals are amongst the world's best trained professionals, but this rarely prepares you with the business and administration skills to manage and run a successful business. By utilising our practice management services, this allows you to focus on caring for your patients and grow the business.

Indigo Medical Consulting Services can provide you with a complete practice management service or part practice management service on a weekly/monthly or short term basis in the following areas:-

- Staff Management (supervise, evaluate and develop)
- Financial (monitor cash flow/expenses, budget preparation, financial reporting, BAS preparation)
- Outsourcing of Payroll & Bookkeeping
- Establishing a New Practice. We can assist you with project managing the set up of your practice from start to finish or provide you with advice in relation to budgeting for your practice, business plan preparation and implementing systems and procedures
- Review of Practice Systems & Procedures. Whether it is to assess if current systems and procedures are working efficiently or implementing systems to move your practice forward, our review and assessment process will provide you with a detailed report on outcomes and solutions
- How to improve profitability and productivity in your practice. We look at ways on how to streamline your practice through analysis of your income/expenses, procedures and people within your team. A strategic plan is developed on how to increase profits within the practice and the steps required to be taken to achieve this outcome
- Marketing. We work with you to develop a marketing plan for your practice and create the image you are wishing to portray in all areas of your practice. We can co-ordinate the implementation of a website or upgrade your website to take your practice to the next level.

How Will Your Business Benefit From Our Services?

1. Our drive, commitment, passion, dedication, determination and desire to get the right result for your business long term. We have one goal in mind – to make your business more successful and profitable.
2. Our team have extensive knowledge and understanding of the medical industry and the challenges the doctors and administration face on a day to day basis. Each of our team members bring a wealth of expertise, are highly skilled and specialise in various areas of practice management. We know what a business needs to operate efficiently and successfully and we want to pass this knowledge on to you.
3. We are specialists in sourcing staff for the medical and dental profession. Our recruitment process has been specifically designed to suit the needs, requirements and environment of the medical and dental industry.
4. Our recruitment process is comprehensive to ensure we source staff that will be in your business long term rather than for 'quick fixes', are the right 'fit' for the culture of the business and have the skills/knowledge to perform in the position. We see the bigger picture of your business so source people and develop HR strategies that will contribute to achieving the overall company strategy and goals of the business.
5. Time. Your time and focus can be concentrated on caring for your patients and growing the business rather than business administration and operation.
6. Our approach is always consultative, working closely with your management team. We provide a professional, friendly and honest service. We act out of the highest ethical standards and integrity.