



# Updating Your Practice or Clinic

**PRACTICAL ADVICE FOR COMMERCIAL RENOVATIONS**



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# Introduction

Understanding the value of an office renovation is certainly challenging. It's tough to decide if it is worth the disruption to your daily practice flow. It's tougher still to know which renovations will increase the value of your clinic or practice, and to manage the process from planning to launch.



This is why we have put together a handy resource for owners and managers in the form of this e-book to help with your decision-making process and assist you with your preparations.

## The ROI of an Office Renovation

Whether your goal is to sell your practice or are seeking to upgrade your practice in order to attract new patients, investing in a commercial renovation can deliver the best ROI on your investment.

**The value of an office renovation can potentially return as much as \$100 for every dollar spent.**

In financial terms, an office renovation is one of the best investments you can make into your business.

## This e-book cover the most important points about a healthcare practice renovation:

- Signs that it is time for to renovate your clinic or practice.
- Setting expectations and finding solutions for your renovation process.
- How to prepare for your office renovation.
- Best practices for your office renovation design plan.
- Our office renovation checklist.
- Value-added upgrades and additional opportunities to consider.

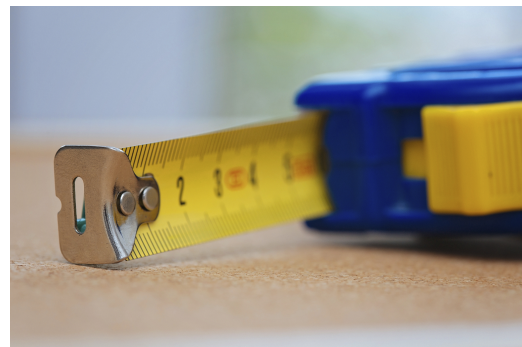




# Signs It's Time to Update Your Practice or Clinic

If a healthcare or dental practice has been established for a number of years, it's easy to become complacent. After all, 'if it ain't broke, don't fix it'.

But keeping up with trends and technology is more than having up-to-date magazines in the waiting room. Here are a few signs that you might need to consider an upgrade.



## Your office is pretty low tech

Some practices shy away from using new technology but this can be a mistake. The purpose of technology is to improve your processes and offer new services. So, essentially, becoming faster and more efficient, while offering more value is the goal.

Most practices benefit from updating equipment and systems, such as:

- Going paperless with digital record keeping free up time and space.
- Upgrading to digital x-ray equipment is a much more efficient process for the operator.
- Installing monitors for patient education provides good value for your patients.

From operational upgrades to new, high-end medical equipment, investing in technology can have a high return on investment, over time.

## Your office is 'Shabby Chic', minus the Chic

If your practice isn't getting the business that you feel it should, it could be because of the way it looks.

An old, tired office implies to the customer not only that you do not care about keeping up with appearances but also implies you're not keeping up with today's current medical and dental practice and procedures. In that, you've cast the impression that you're probably not delivering the quality of service that you should be in this very competitive day and age where your competitors are delivering quality, modern day safe service for the same cost in service fee's.



## The average age of your patients is inching upwards

Maybe you have a steady practice with a few patients who are loyal to your office. But without new patients the business faces the possibility of eventually dying off. Consider your existing patients as a whole: does it seem like, on average, they're getting older?

The Boomer generation is comparatively large, and now they're headed towards retirement age. But the next largest generation group is millennials. Are you seeing an influx of 18 – 32 year olds? If not, this may be a sign that you need to upgrade your existing operation.



Millennials are more likely to be impressed with an up-to-date, state-of-the-

art operation. They're also more likely to be open to new services and medical advances.

## Your employees are going through the motions

An outdated office doesn't just affect your patients. It also affects you and your employees. If your employees are putting in five days a week working in an uninspiring setting, it can wear on them.

Even something as simple as updating all the lighting and painting will make an impact. How about changing to a calming colour, like blue or green? Even subtle changes like this can change a cold and impersonal office into a warm and inviting one.



# Setting Expectations & Finding Solutions

Deciding to remodel your practice is not an easy decision. Your medical or dental practice will be interrupted and customers may complain.

However, there is nothing like a well-designed and a freshly remodeled clinic to bring in new patients and improve the value of your business.

Here are a few potential challenges to be aware of in order to avoid complicating your commercial renovation.



## How to spot an unrealistic plan:

Obtaining 3 to 4 estimates from equally qualified contractors is usually enough to determine the validity of the project costs and schedules and confirm the accuracy of the drawings and specs. Look for clues in what the contractors are telling you - what do they have in common? If 3 out of 4 contractors tell you that your shoes are untied, then it's safe to say that you better look down for yourself.

## Cutting corners with subcontractors



Wanting to secure the project, but then realizing there are holes in the overall plan may lead a Contractor to cut corners by using less qualified subcontractors. These decisions can lead to changes once the project starts, that could affect the timeline for the project in a negative way.



## Antham's rules for qualifying subcontractors:

- They must have previous experience for doing similar work and provide references.
- Although all trades should be licensed, electrical and mechanical trades must be licensed, by law.
- All sub-contractors must have liability insurance and WSIB coverage.
- They must be available to do the work on a consistent day-to-day basis, in order to ensure they will complete their work in a timely manner and meet the project deadlines.
- Their pricing must be fair and competitive (or within budget), and the lowest bid is not always guaranteed to get the job.
  - Quality workmanship.
  - Best prices.
    - Make sure ALL instructions are in writing.
    - Written communication will always take precedence over verbal discussions and instructions.
    - Emails should be short and to the point, otherwise the message may be lost in longwinded stories.
    - Short emails sent often are better than lengthy emails sent infrequently.
    - Pictures sent by email are always encouraged.

## Maintaining a smooth development process

Owners and Contractors both want a smooth development process, free of endless questions and revisions. When a Contractor cannot meet the schedule, costs go up for you, as the Owner. Additionally, these delays may lead to penalties and litigation based on the documentation quality, the excessive revisions, and change orders that constitute reasonable causes. These developments can strain relations between members of the project team and negatively affect reputations.

## Top tips for a smooth construction process:

The smoothness of a construction process starts at the tender stage. The Owner must be clear about their expectations from the winning contractor and be realistic about expectations regarding:

- A. Timelines
- B. Quality workmanship
- C. Best prices.

Knowing you can only get 2 out of 3 of these expectations, be sure to state your priorities upfront.

Further to this, the project Owners must always provide the tendering Contractors enough time to do their due diligence before they respond with their estimates. Five days for simple projects, 7 to 14 days for larger, complicated projects, should suffice. Otherwise, things will most likely be missed in the process, and this could lead to expensive extras later.

## Quick Tips: Best Practices for Product Substitutions

It's not unusual for designers to specify certain 'favorite' products & materials because

- A) they know the product from previous experience or
- B) the manufacturer provides them certain incentives for pushing their products.

It's also not unusual for contractors to suggest alternative products to what has been specified by the design team because of back orders beyond their control or in order to meet budgets or deadlines.

Neither scenario is better or worse. What matters is that the process in which an alternative product or material should be considered.

The suggested alternative must be:

- Submitted in writing, stating why the suggestion is being made.
- Accompanied by the proper manufactures specifications explaining the product's performance facts,
- Presented early enough in the process to give the Owner or his design team time to assess the suggestion.

Quick tip for last-minute alternatives: Always insist on name brands and be sure of the warranty coverage.

## The close-out takeover process may take forever

The most difficult phase of construction is the close-out takeover period. When using a consultant, the consultant must ensure there are sufficient funds left in the contract to complete the work. Contractors who are pressured to meet deadlines may cut corners leading to deficiencies and incomplete work. While difficult to quantify, the compounded effects of unrealistic budgets and schedules on consultant and contractor performance are most assuredly negative.

## How to make the close-out takeover process easier:

The closing of every project must begin well in advance, usually starting in the final weeks of the project. Don't leave things until the final day.

- Contractor/Builder must schedule Building Permit Final Inspections and provide written confirmation of Permit Close Out
- Pre- delivery Inspection must take place prior to furniture and equipment delivery.
- Contractor must provide a proposed schedule for completion of deficient items.
- Contractor/Builder must demonstrate to the Owner (and staff) the Operation of Systems including the heating, air condition, water solenoids and filter maintenance.
- Designers must issue final report letter for Permit Close Out.
- All mechanical trades must provide final inspection reports and close docs.
- Contractors must provide post construction maintenance instructions for

the new products and fixtures.

- Contractor/Builder must provide Statutory Declaration for final payment.
- Provide a CD of Project Pictures – before during and after.

5. Contractor/Builder must provide an updated Project Contacts list.

## One surefire way to have a successful commercial renovation

Antham Construction Group understands how construction projects impact your business operations. We provide full construction services that deliver peace of mind for clients throughout the entire construction project. We provide clients with **one point of contact** who takes responsibility for the entire project, from design to move in.

Contact **Antham Construction Group** for a free consultation.

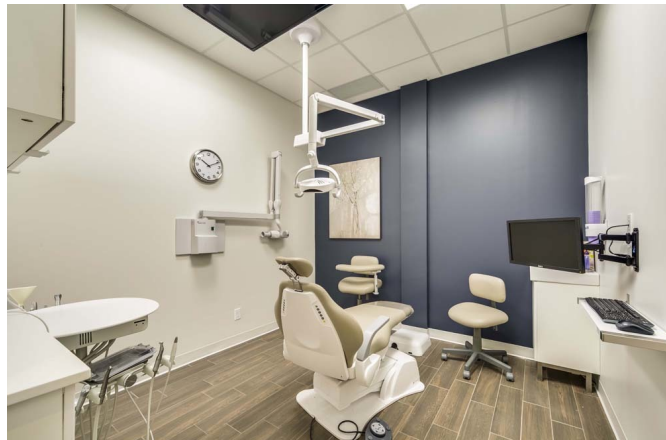


# Best Practices for Office Renovation Design

Having an updated and innovative healthcare facility that showcases your own aesthetic is important, but it takes a lot of creativity, planning, and setting of realistic goals. There are five main aspects of utilizing the best practices of healthcare facility design and the following allows you to have your dream office that is functional and pleasant for your patients while maintaining your own vision.

## Have the end result in mind

Knowing what the objectives are for your healthcare facility is as important as the actual execution of the project. For example, if you are expanding, what is the end-result you have in mind? If it is simply to help more patients, then your design differs from expanding in order to add new services. Focus on the end-result



for a design plan that is executed seamlessly. The perfect design supports the objectives you have in mind, so think carefully about the “why” of your project.

## Functionality meets aesthetics

A functional balance is sometimes tricky. On one hand, you want a certain look that showcases your own style and the vision you have for the office. On the other hand, without the office being functional, you end up with a nice office that doesn’t service the clients properly. Your design plan has to incorporate clinical function, your aesthetic, an ergonomic design, as well as integrating the technology being used.

With an office that is functioning properly, work production is increased and patient satisfaction is met more easily.

You want a perfect balance between the two in order to be successful with your design.

## A floor plan that is functional



The floor plan is one of the major components when it comes to health care facility design. What is needed is that perfect balance that allows room for growth but doesn't waste office space. You also need an environment that is comfortable for your patients as well as the staff – one that has an easy flow between rooms but is not too cramped or tight. In that same vein, you also do not want a lot of empty space that makes your office feel emotionally cold or uncomfortable.

Make sure your design plans fulfill the need for a good flow between offices and foot traffic that is comfortable and uncrowded.

## Updated equipment is incorporated



Keeping up with the current technology is integral for any healthcare facility. Studies have shown that the practices that incorporate updated technology show better profits even during an economic downturn.

Updated equipment not only allows better patient services but it makes it easier on the staff and doctors. It also shows current patient and potential patients that the office is on the cutting-edge, providing excellent care.

Ensure that your new design has room for technological growth within the office.

## A look that is attractive yet professional

Last but not least, it is imperative to create a design that is appealing to you as well as everyone else. You want it to be professional, yet contemporary and perhaps even unique. However, you don't want your design to be off-putting or so far "out there" that it alienates your current customers. There has to be a fine line between making it appealing, yet still maintaining a look that is professional and confident.



# A Pre-Planning Renovation Checklist



## Same old scenery, different day?

The furniture has lost its comfort, the wallpaper that once brought everyone an uplifting vibe has dulled, even the carpeting could use a change. Maybe you've been convincing yourself for a while now it's time to venture into the world of renovation, but are a little

nervous about the process. How do you go about it? What if you miss something along the way? These are normal questions to ask. Lucky for you, we've put together this in-depth office renovation checklist to make sure you're not just completely ready to renovate, but you have an easy, successful renovation experience.

## Don't dive right in.

It's easy to fantasize fixing and replacing everything. Out with the old and in with the new, right? Before you get wrapped up in the idea that everything must go, take the time to analyze each aspect of your office before carving out the design. If it doesn't need replacing, don't replace it. Also, take note of how you use the space; if one space seems cluttered while another is looking pretty bare, try to game-plan how you can find balance. Don't forget to ask your colleagues for their input either! They might have noticed something you overlooked.



## Summarize your design

Knowing your project goals is a great place to start, but it's not the sole step in your design summary. In fact, this step requires a lot of digging around to get the most out of your renovation, such as carrying out a workplace appraisal or even looking into future buildings, if you decide to move your business elsewhere. During this step, you should ask yourself what your technology needs and storage needs are, as well as if you're aiming to go green.



## Have a Design/Build/Renovate service team by your side

Going at it alone is not the answer when you should be focusing on what you do best: running your business. Look to your colleagues who have gone through the experience for feedback, or even make one of them, perhaps a senior member of management, the leader of the project. Hire the right D/B/R/S team and aim for someone reputable, experienced, financially stable, and accredited.

## Set a budget

Before you go spending, you'll have to do a cost analysis. Be sure to acquire quotes from your DBRS team, detailed with an estimate of itemized costs, based on office space. This will give you an idea of what you'll be spending and give you a heads up if you need to take cost-saving measures.



## Select a theme

This is where things get exciting. Choosing a theme is what takes your office from dull and boring to wow. Are you leaning more towards something Zen or fun? Perhaps a classic approach? Whatever the goal, be sure to get your colleagues in on it and embrace their feedback! Browse for ideas in your theme– see how others have portrayed the same theme in their workplace. Discuss the theme with your designers as well; they'll be able to create a mood board for you to get a feel of everything.

## Make the most of your space

How you organize your office will make a big difference in how efficiently you use your space. Going beyond placement, be certain your design accommodates office standards and be aware of the legal requirements for the design. You may also want to consider if you'll need communication cabling and if there is room for potential growth.

## Furniture is key

Furnishing and internal fittings are what will pull this whole project together. As important as it is to match the style of your theme, it's just as essential that you select reliable products. Stick to something familiar.

You could always go to a showroom or warehouse to try out the products before deciding. Are you going green? Invest in energy-saving equipment and double glazed windows which reduce the electricity cost of air conditioning.

# Value-Added Upgrades and Other Opportunities

When deciding where to spend your budget, there are a lot of options. Spending the budget is easy - spending it wisely is the challenge.

We often get asked, what are the most value-added features or upgrades a healthcare or dental office can invest in? Here are a few that we think are worth considering.

## Maximize office space

Do you have a storeroom full of boxes taking up space? That's square footage that you pay rent on that you could be using to generate income. Make your workspace more efficient; find underutilized rooms that could be re-purposed or incorporated into your new design. Patient flow can be improved and streamlined with revised plans.

## Rubber flooring



A trend in rubber flooring has proved worthwhile in busy medical practices. Unlike an unforgiving hard surface, it lessens the stress on feet, legs and hips that occurs from walking or standing on a hard surface for eight to twelve hours a day.

Rubber flooring is stain resistant and easy to clean, allowing you to maintain the level of cleanliness that you require.

Sound absorption qualities reduce noise from phones, machines, and conversations, and the general buzz most offices seem to have, soothing to staff as well as your patients in the waiting room.

## Boost your patient's downtime

Magazines are the staple of the waiting room. But you are more creative than that. Amenities such as access to Wi-Fi and television can distract them. Comfortable seating and home-like lighting serve to make your patients feel like part of the family. Corraling the energy of little ones in a designated area with age-appropriate play things is never a waste.



If you decide to move or retire, the investment you make in upgrades and/or renovations will increase the value of your facility.



# About Us

A healthcare or dental office renovation is a very unique and challenging task - far different than a standard office renovation. Not every construction company has the experience and expertise.

At **Antham Construction**, we specialize in all types of healthcare facilities, from dental offices, to pharmacies, optometrists, and clinics.

We assist in every step of the construction process. Concept development, filing applications, finding contractors, and everything else you need is handled.

Generally speaking, medical professionals are busy people. After years of education and experience, you'll likely find the task of selecting everything you need to open your own office daunting. There are many factors to consider, applications to fill out, and contracts to sign before you can finally begin to practice medicine privately. We, Antham Construction, offer you the helping hand you need to succeed.

Navigating the world of construction is difficult, and we understand that medical professionals may not be familiar with it. With this in mind, Antham Construction handles all transactions with contractors for you. We ensure these contractors bear full responsibility for your office. We will not allow any faults in the design or structure of your office.

When Antham Construction offers to help you, we assist you in just about every domain possible. We'll paint, install plumbing, and even put in lighting. Even after the office is fully constructed, we can perform updates if desired. Our contractors work with such speed and efficiency, **we even have a 10 Day Renovation Program. Whether you're a dentist, an ophthalmologist, or any other kind of medical specialist we can help you.**



# Learn More

Want to learn how Antham Construction can help with your office renovation?

CALL TODAY: 1 (855) 278  
0500