

# Knowledge based administration

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After qualifying in Dermatology and working for a number of years at many of London’s teaching hospitals I had always wanted to establish my own private practice. Unfortunately – however attractive that thought was – hiring and managing my own administrative team to take care of the front of house needs of my patients did not appeal at all and it was not until I came across the idea of a virtual business, that it actually looked like something which might be possible. Then I found Need More Time’s Business Assistant Service.

Using a combination of what they call ‘knowledge based administration’ and straightforward telephone answering, I have complete confidence in their ability to manage my office on my behalf. What made the difference to me was the fact that they took the time to learn about my business and my chosen patient management system, as a good member of staff might, so they could deal with enquiries efficiently – leaving me to concentrate on what I like doing, dealing with my patients.

So how does it work? Well, on a daily basis, ‘my’ team or named assistants, update me on new appointments and any administration they carry out for me. So regardless of whether I am working from home or my Harley Street practice, we are always in contact whenever I need an update or over the phone briefing. And since starting to work with NMT, without the burden of permanent staff I have been able to beat my forecasts and reach profitability much earlier than expected. I’ve taken on additional consultants, growing the practice at quite a remarkable rate safe in the knowledge that I have an extremely flexible, reliable virtual administrative staff backing me up.



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Professional, reliable virtual  
administration services for  
practice based clients

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