

Measurable Results.® – **Country Hills Pet Hospital**

I am Dr. Mark Thompson. I'm a veterinarian at Country Hills Pet Hospital. I'm the owner and hospital director here. I've been here for about 29 years. We have a little different practice here. We are very, very staff oriented.

When we were first starting out, we used just your local accountant like everyone else. And that was fine at the time. We were really tiny, grossing like \$90,000 a year when I first started here. That's very different from today and we need someone with industry experience, and so we looked around for a while and had a lot of bumps along the way as far as people that didn't really understand our industry and were trying to put us in a, in a little bit of a box. And so what we ended up finding is SVA and through some of their support through organized veterinary medicine is how we, we knew about them and we made that connection and haven't looked back.

Our relationship with SVA is great because I think they match our personality and again they listen, and that's the, that's the key part of it. They listen to what our philosophy and our goals are for our practice, not just trying to put us in a box and comparing us to another, another clinic down the road. We also use SVA's bookkeeping service and kind of an all-in-one package for our tax needs and also just our consulting needs for the practice and it's been phenomenal as far as being able to know with clarity what's going on within the practice itself.

Cash balance plans are something that SVA introduced me to. This is part of our giving back to our staff, but also a way to control our tax liability at the same time. This is something that I literally would not know on my own, even going into trying this out and I have a business management or MBA and running a business and I still don't know all the ins and outs. So you need a consultant to try and help you do that and SVA was a perfect match for us. We as veterinarians, we're trained to do medicine and surgery. We're not trained to do the business side of it. And certainly tax codes changing, all of those things, that's really important to have someone that's specific to our profession to give us some type of leadership for that part of our business.

The people that I've worked with SVA have been nothing short of amazing. It's been a pleasure working with them and I am true believer in having the right people in the right spot. If someone asked me if I would do business with SVA, I would say absolutely, positively.