



Client Assessment

Lung Specialists of the Merrimack Valley Lowell, MA

Sandra L. Rondeau
Practice Administrator
Lung Specialists of the Merrimack Valley
Lowell, MA

Over the last 20 years, Merritt Hawkins & Associates has developed a national reputation among physicians that allows us to source doctors from a wide candidate pool. In the following comments, Sandra L. Rondeau, Practice Administrator at Lung Specialists of the Merrimack Valley in Lowell, Massachusetts, explains why her facility required assistance and how Merritt Hawkins & Associates has been able to help.

“We were seeking a Board-certified or eligible pulmonary/critical care/sleep specialist or a Board-certified or eligible pulmonary/critical care specialist.”

“We faced many challenges with this search, including the cost-of-living associated with the area where our practice is located, the current economic downturn and the unrealistic expectations of many candidates in terms of salary, partnership and bonuses. The existing physicians at our practice started at about 50 percent of the current expected salary and worked through some very difficult financial times to turn the practice into the successful business it is today.”

“Merritt Hawkins & Associates responded to our needs by providing a *realistic* view of the current recruitment market. They assisted the partners in viewing the current salary, partnership and bonus expectations as ‘not personal’ but a necessary business expense to continue the vitality of our practice.”

“MHA provided timely communication to both our practice and the candidates. Frequently there is not additional manpower or support staff available at our practice to ‘keep the search on track.’ MHA did the research, conducted initial telephone interviews, sent direct mail pieces, continued communication with the candidates, handled all the site-visit arrangements and agendas and provided timely offer letters. As the practice manager, the additional resources for physician recruitment were greatly appreciated.”

“Further, MHA was able to reach additional candidates not looking at traditional advertisements in *The New England Journal of Medicine* or the American College of Chest Physicians’ *Chest Physician*, which is where we typically begin our searches.”

“Given the need, I would work with MHA again and would recommend them to other practices searching for candidates. It was a pleasure working with our MHA consultants.”

