McGregor Consulting Group

OPS & AI WORKFLOW AUDIT · NORTHERN VIRGINIA

I audit your admin work and build the highest-payback fix.

Scheduling, intake, follow-up, reminders: hours every week that nobody pays you for. I trace one customer end to end, price every fix by how fast it pays for itself, and build the highest-payback one before the two-to-three-week engagement ends.

Nick McGregor — PMP, CPHQ. Ten years in healthcare operations, and two commercial software products in service today. I hold the CPHQ and speak clinic: intake friction, no-shows, recall, referrals.

WHAT THE REPORT LOOKS LIKE

Illustration, using a two-chair dental practice that runs its week by phone and paper. Yours would carry your workflows and your numbers.

WORKFLOW, TODAY BY HAND	HOURS A WEEK	COST A YEAR	PAYBACK ON A $2,500 FIX
Appointment reminders and confirmations	6	$9,400	14 weeks
New-patient intake and paperwork	4	$6,200	21 weeks
Recall outreach to overdue patients	3	$4,700	28 weeks

Hours priced at a blended $30-an-hour front-desk cost across 52 weeks. The report ranks every fix this way; the top row is the “working fix, or no fee” build.

START HERE

The audit, plus one fix built

One customer traced end to end, friction priced in hours and dollars, the highest-payback fix built inside the window.

`$2,000 to $3,000 fixed · 2 to 3 weeks`

Founding rate $1,500 for the first two clients, in exchange for an honest case study.

THEN

Building the other fixes

Automations, booking, intake, reminder and recall flows — scoped from the audit, so nothing is guessed at.

`Builds from $2,500`

ONGOING

I keep the fixes running

Someone who knows your systems keeps the fixes running, so they do not quietly rot after handoff.

`Care plans from $150 a month`

The price is the price.
Quoted in writing before work starts; overruns are my cost.

You own all of it.
Every automation and login lives in your accounts; the roadmap is vendor-neutral.

A working fix, or no fee.
Nothing live by the end of the window, no invoice for the audit.

Where patient information is involved, recommendations stay inside HIPAA obligations and BAA-covered platforms; I recommend tooling and defer legal questions to your counsel. The method works anywhere a week disappears into manual steps: dental, home health, therapy groups, trades, professional services.

Bring me the task that eats your week. Twenty minutes tells us both whether an audit is worth doing.

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