

THE THETA TIMES: Monthly MGE ACE Report

ACEs: A THETA GROUP with a THETA Purpose! Together we all win with the application of the Management system delivered by MGE Management Experts!

October 2026



Luis Colon
CEO MGE

A Message from our Founder

To Communicate Or Not To Communicate

When people come to your practice, what do you think they observe in your staff? Well, for me when I walk into a practice or an office I immediately notice, not only how the place looks (which is very important) but also whether or not the staff is in communication with each other and with the public. Even before I get there, I can observe this by the way a staff member speaks to me when I call. In fact, one of our most successful clients has this as their first training activity—how to answer the phone and/or greet a patient—are they being real and friendly AND are they alive? And the office drills this often.

This point of “how to answer the phone” or “how talk to patients and one’s staff,” might sound like a minor or trivial point, but I can assure you that it’s not—in fact, it’s vital. The most successful clients make the time to drill their staff, and also make sure that they get trained at MGE.

So, decide to be a very successful practice and have great stats: try this immediately—put in your planning schedule all the communication services MGE has to offer. And if you’ve done these services already, then do what the great ones do: plan on doing them many times a year, not just once. OK?

I’m looking forward to seeing you at MGE and to the many wins to come!

With Much ARC,
Luis Colon

TOP GUN TALK

GROWTH, NOT LUCK: Proven Systems That Generate High Stats Fast!

Have you ever heard someone say, “Maybe we’ll get lucky and hit our target today,” or “We got lucky with a few extra emergencies”?

Luck may bring an occasional good day. Consistent growth comes from systems that are implemented, followed, and backed by a DEMAND for income and excellent patient care.

At our next ACE meeting, we’ll hear from Toria Plank, Chief Operating Officer of Dr. Mark Dill’s practices. Toria has developed a rock-solid system she can put to work in each practice she takes over with Dr. Dill. It comes from MGE training, repeated practice, and a lot of hard work. If you know Toria and Dr. Dill, you know they are never afraid of hard work!

My MGE family, I invite you to join us. Even if you have no plans to buy another location or revive a struggling practice, you may find something in Toria’s checklist that you can put to work in your own practice right away.

Who wouldn’t want to see higher stats and more income? Let’s achieve another highest-ever and end the year with a bang!

See you at the next ACE meeting!



Dr. Sumbul Naqvi
National ACE Executive Director

Register
Now

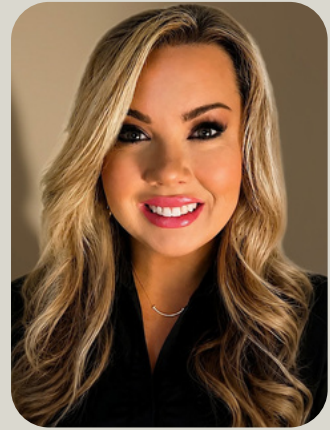
Monthly MGE ACE ZOOM Meeting

October 15th at 7 pm!



**THE TOPIC: "Growth, NOT LUCK: Proven systems
that generate high stats fast"
with Mr. Luis Colon**

**Guest Speaker: Toria Plank (Top Gun, ACE Senior
Executive & COO of Dr. Dill's Offices)**



Learn from one of the best sales people in the MGE Client base. Toria and Dr. Dill have been purchasing new offices. They take a failing practice that is doing \$30k a month to \$157k within the first 11 days of purchase and \$250k within the first month. Month two was \$276k.

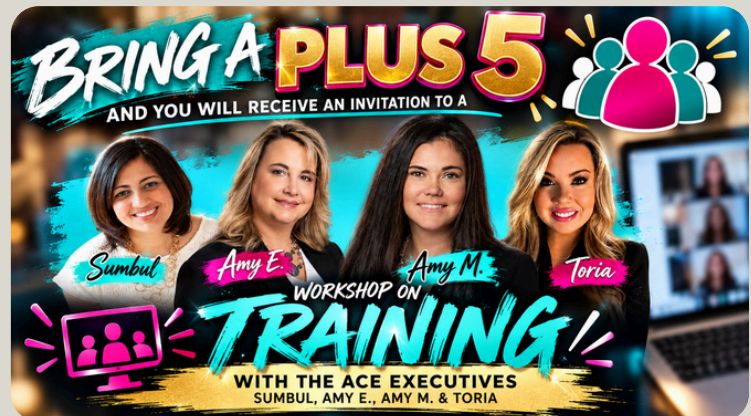
What is the sales process? How is the sales line put in and the staff trained?

You will only learn her exact process at this month's meeting!

REGISTER TODAY!!!!!!

WIN GREAT PRIZES!

When you REGISTER and ATTEND the monthly MGE ACE zoom meetings, you not only receive incredible information and secrets to applying what you learn in the course room, you also receive amazing gifts from the Ace Executive Team!



Model of Admin Know How (aka: MAKH)

★ MAKH: From a Checklist to a Daily Routine ★

The real value of the Model of Admin Know-How isn't in completing it once a year—it's in implementing the tools until they become part of how your office operates every day.

Your Org Board, Communication Center, statistics, staff training lists, policies and other MAKH tools should be working systems, not something you pull out when it's time for your annual submission.

💡 Make MAKH part of the routine. Review stats every week. Use your Communication Center every day. Keep your Org Board current. Update training as it happens. Teach your staff to use these tools until they become simply "how we do things here."

When MAKH is truly implemented, preparing for your yearly submission becomes much easier—because you aren't scrambling to put systems in place. You've been living them all year. 💪

🏆 The goal isn't to work on MAKH once a year. The goal is to have MAKH working for you 365 days a year.

If your office feels busy but not productive, this is a great place to start. For more information about WISE membership, feel free to reach out to me at (757) 784-0141.

Excellence doesn't happen by accident, it's built through discipline, consistency, and strong systems.

Stay tuned for more MAKH tips next month!



Amy Eveland
MGE 100 I/C & MGE Ace
Establishment I/C

MGE ACE AWARD ★ ————— ★ **RECIPIENTS**

Over the coming months, we'll be introducing the MGE ACE members who received awards at the Owners Conference—sharing who they are, what they've accomplished, and the actions that led to their success.

Bronze Senior ACE Award – Priya Mathews

Congratulations to Priya Mathews, recipient of the Bronze Senior ACE Award!

Priya continues to demonstrate her commitment to growth, leadership, and the ACE community. She has successfully moved through the Power Program and remains regularly active in ACE meetings. Priya has also referred clients to MGE and completed Advanced Leadership, continuing to expand her knowledge and leadership skills.

She is a proud member of the Mavericks Leadership group and stays engaged and consistently updates her ACE Checklist, demonstrating her dedication to continued progress and implementation.

Congratulations, Priya, on this well-deserved recognition!



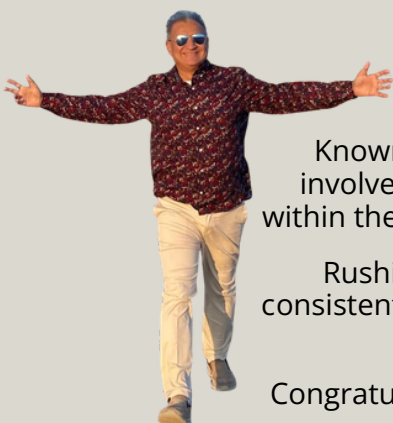
Best of the Best Medal – Rushi Trivedi

Congratulations to Rushi Trivedi, recipient of the Best of the Best Medal!

Known as the original Top Gun, Rushi continues to set an example through his leadership, involvement, and willingness to give back. As President of the ACEs, he remains highly active within the ACE community and is currently presenting the Leadership Class alongside Dan Brown.

Rushi also speaks at MGE Sales Seminars, participates in the New Patient Workshop, and consistently submits a weekly win. In addition, he volunteers his time each month to host a round table with the Regionals, sharing his experience and helping others succeed.

Congratulations, Rushi, on this well-deserved recognition and for continuing to represent what it means to be Best of the Best!



UPCOMING MGE SEMINARS

October 8, 9 & 10 – Sales Seminar B, How to Connect With Any Patient and Handle Their Objections
 October 15, 16 & 17 – Executive Seminar, Financial Planning/Profitability
 October 21, 22, 23 & 24 – The Advanced Sales Seminar (In-Person Attendance Only)
 October 29 & 30 – The Teambuilding Masterclass (In-Person Attendance Only)
 November 5, 6 & 7 – Sales Seminar C, How to Motivate Your Patients to Want What They Need
 November 19, 20 & 21 – Executive Seminar, Org Board & Teambuilding
 December 3, 4 & 5 – Sales Seminar A, Taking the Stress and Pressure out of the Sales Process
 December 8, 9, 10, 11 & 12 – The DSO Summit (In-Person Attendance Only)
 December 17, 18 & 19 – Executive Seminar, Conditions & Statistic Management

2026 MGE ACE ZOOM MEETING SCHEDULE



October 15th
 November 12th
 December 10th

7 PM
 EST

Mark your

CALENDARS!

Don't miss out on the

OFFICE MANAGER BOOT CAMP

presented by *Toria Plank*

MARCH
11 - 13,
2027

Register for *this* today.

You don't want to *miss out.*

IN THIS BOOT CAMP, YOU WILL:

- ✓ Engage in actual demonstrations of key techniques for seamless implementation in your practice. From the morning meeting to running the day, personnel interviews to staff meetings.
- ✓ Team up to drill these techniques until you're confident and ready to apply them effectively in your own office.
- ✓ Learn how to get the whole team on board.
- ✓ Find out your role in relation to the owner doctor's role and how to make this team up a win for both of you!
- ✓ Walk away with practical skills to drive results immediately upon return!
- ✓ And MORE!



If you know someone who is on the power program and wants to be a part of this THETA group, send their information to Toria Plank!

**REFER A
FRIEND**



Be sure you tune into WhatsApp every day for Luis Colon's selected inspirational quotes from the Tech; Wins from ACE members; and non-stop THETA!!!! Contact any ACE to join the group.

This newsletter was proudly created by Sharon Steward.