

# PPP\_EP105\_FN

Mon, 5/23 12:36PM • 51:22

## SUMMARY KEYWORDS

real estate, building, people, healthcare, physicians, business, build, podcast, transaction, patients, deals, providers, clients, investors, lease, ton, property, properties, hospital, commercial real estate

## SPEAKERS

Trisha Talbot, Dr. Carl Bourne Jr., Paulo Ching

### Trisha Talbot 00:00

Today's episode is my interview on Off the Clock: The Healthcare Entrepreneurs podcast. Carl and Paul are physical therapists promoting discussions for healthcare entrepreneurs to increase their income and invited me to speak about healthcare real estate investing.

### Trisha Talbot 00:16

This is the Providers Properties and Performance podcast. The podcast that brings together leaders in healthcare and investment real estate to consider the possibilities in future at the intersection of practicing medicine and healthcare real estate investment returns.

### Trisha Talbot 00:31

Welcome to the Providers Properties and Performance podcast, I am your host Trisha Talbot. As a healthcare real estate adviser to providers and investors, the best solutions occur when the two collaborate together as partners in delivering better patient care. Providers can deliver care to their patients when and where they need it, and investors realize the returns to build and manage facilities. We explore changes in medicine and wellness the future of healthcare and using real estate as a strategic and financial tool.

### Dr. Carl Bourne Jr. 00:57

Welcome to another edition of Off the Clock: The Healthcare Entrepreneur podcast as always, I'm the captivating, motivating tentalating and money making Dr. Carl Bourne Jr. And I got my main man Mr. Paulo Ching in the building Paul say what's up to the people.

### Paulo Ching 01:11

Yo, what's up to the people? Happy to be back on another episode! This is gonna be a dope dope one. Just, just a static for real, I'm gonna keep it short today, I'm just happy to be here.

### Dr. Carl Bourne Jr. 01:24

Yes, sir! So you guys know every week we love to bring you special guests that can upgrade your business, your brand, really upgrade your life, this week is no exception. With that being said, we got a lady boss in the building that's about to tear the house down. We have someone who is a real estate and healthcare expert.

**Dr. Carl Bourne Jr. 01:45**

She advises physician owners and investors with healthcare real estate asset class opportunities, her track record and investment sales, landlord representation, corporate representation, and tenant representation offers clients trusted experience with comprehensive strategies of pricing, market fluctuations, and problem solving solutions that result in successfully closing transactions.

**Dr. Carl Bourne Jr. 02:12**

Her performance and production achievements are recognized annually. And she is also the host of the Providers Properties and Performance podcast, where she focuses on the possibilities and future of healthcare and commercial real estate.

**Dr. Carl Bourne Jr. 02:29**

With all that being said, I want to go ahead and introduce our lovely guests for today. We have Mrs. Trisha Talbot in the building! Yes, ma'am, how you doing?

**Trisha Talbot 02:40**

Good! Thank you for having me!

**Dr. Carl Bourne Jr. 02:42**

Absolutely! So we'd like to be respectful of your time. You know, we know you're busy, you got deals you're trying to close and take care of. So with that being said, we won't waste any time. We always like to kind of start off with the why, right? Because a lot of what you've been able to accomplish, a lot of what you've been able to build stems from that why? And so just right out the gate, tell us why did you even choose to pursue this field? And how did we even get here?

**Trisha Talbot 03:14**

Sure! So I started with a healthcare real estate developer, so I started in the leasing department there. And at that time, I didn't really know I wanted to specialize in healthcare real estate, I was just trying to break into the commercial real estate field. But as I started bouncing around a little bit, I realized that I'd done a couple of other little stints before I landed at this in house leasing opportunity.

**Trisha Talbot 03:24**

And then, you know, it sort of all made sense to me, because, these providers and these buildings that were being built, and the physicians inside of them, they, it was demand driven and mission critical. So these people had to be there and it was different and from other, I guess users of space, I mean, their restaurants have a purpose, and, you know, obviously, every piece of real estate has some sort of purpose.

**Trisha Talbot 03:47**

But this you know, specifically, you know, a medical building needs to be built near a hospital, why? Because there needs to be physicians that have to have some outpatient offices near a hospital. And then, you know, there needs to be physicians that are in communities, there needs to be urgent cares. Well, why? Because, you know, if you get up in the middle of the night or after outpatient office hours, you shouldn't go to the hospital if it's not urgent, but an urgent care center in the middle of the community makes a ton of sense. And it gets the you know, the sinus infections, colds, you know, those

sorts of things out of the way so that they don't have to go into the hospital and you know, people can see them.

**Trisha Talbot** 04:56

So all of these sort of made sense to me as to why these buildings existed and you know, these tenants in particular, they can't work out of their house. They have to have a facility, one, you know, like yourselves and physical therapy, it's really expensive to have an at home physical therapy clinic, you have to have a ton of equipment, and then you probably don't want all those people coming to your house. So you know, you have to have a facility to treat people in.

**Trisha Talbot** 05:22

So, to me that started driving my why, and as I started working with these physicians, I felt like I could really, I could really help them. A lot of them, you know, some do start to take the path into the business side, some are super overachievers, and you have these MD MBAs, you know, doing that. But for the most part, I would say, you know, if you look at the bell curve, the majority of physicians, they're really good at being a physician or a surgeon.

**Trisha Talbot** 05:54

And when it comes to the business side, while they still can be good, you know, how many hours in the day do they have? So do you want to be, you know, at clinic, seeing all these patients all day, then go home and be doing business model permas for, you know, a practice that you want to open or a surgery center, or what have you.

**Trisha Talbot** 06:15

And then, you know, when it gets to the real estate, there, that's a whole other ball of wax, because you have to find properties, then you have to tour them and not that they can't, but, you know, do they, most of the people working in the industry in that, you know, they're working 8-5, and then you know, they're doing their day job 8-5, and then after after five or before eight, you know, unless you have a relationship with somebody, if you start calling brokers to see space, nobody's gonna be there to answer your call, so you have to have somebody working for you during the day.

**Trisha Talbot** 06:47

And then when you, you know, get all of these leasing costs, or you're looking to purchase a building or sell a building, you know, you need to know the financial aspect of it to negotiate very well in these transactions. And unfortunately, I've seen one too many situations where the physician or provider, clinician, you know, whatever, they, you know, the only thing they're lacking is that they don't do these transaction, they're not doing these transactions day in and day out.

**Trisha Talbot** 07:19

So if there's certain nuances that change with the market, and if they're not negotiating on a regular basis, they don't know where the pressure points are, that they can, they can really negotiate better for themselves on their behalf. So unfortunately, they sometimes you know, I see it a lot where they go, they're like, well, I'm just gonna do this myself, and you know, and that's their prerogative. But you see that they leave money on the table that way, when they don't have to. So, that's, I guess, my big answer to the why.

**Paulo Ching** 07:51

I love that! And specifically, because you've just tapped into something that I don't think we've ever spoken about before on this podcast. And so let me kind of scale back a little bit, because I want us to differentiate the difference between, I'm gonna call it, "regular real estate". And then, let's like, because even sounds like we got to talk about the commercial side of things right?

**Trisha Talbot 08:15**

Right!

**Paulo Ching 08:16**

And so, help the people understand, because I think what most people think real estate, we're thinking, like, maybe I'll buy a house, I'll flip it, you know, whatever I saw on HGTV, and that's my, you know, world of real estate. But in this instance, it almost sounds like, one, there's a side of owning the building where a lot of these practices like, have to take them, it's not even a maybe like they have to be there.

**Paulo Ching 08:39**

And then two the actual business owner needing to lease out of space. So what becomes a differentiating factor between like, what we'll call regular real estate, like moving from purchasing as a house to like selling that versus this side, what separates the two?

**Trisha Talbot 08:57**

Well, so if you're going to purchase a building one, so one, let's do the separation. I would say for a majority of people, the commercial real estate purchase is going to be a lot bigger than their house purchase, so with that, there's a lot more expense.

**Trisha Talbot 09:18**

So typically, people don't have this kind of cash laying around so, one they need lenders with that, you know, if you're gonna go and purchase it, and then you're gonna ask a lender to give you a significant amount of cash one, they're gonna want to make sure that you can pay for it you know, your business is up and running, or you have the personal financials to guarantee it, where you can make that monthly payment.

**Trisha Talbot 09:43**

And, and you know, there's the SBA loan, so there's different lenders and depending on the different like if you're wanting \$5 million versus \$10 million versus 20, 25 million or what have you, as the, as it goes up, there's also different lenders that provide that kind of capital and on different terms, and there's different partnership structures.

**Trisha Talbot 10:11**

So you know, so you're looking at a transaction value that is a lot bigger, so there's different players in that world. If you're looking to build your own building, there's different contractors, you're not gonna go and find the guy that you know, remodeled your house, necessarily, unless you're just remodeling, I guess, just 115 100 square foot space.

**Trisha Talbot 10:31**

But if you're going to build a building, there was architects that specialize in medical office, there's contractors that specialize in medical office, you do not want to build first medical office with a contractor that's never done it before. There's too much plumbing, there's electrical requirements,

sometimes there's backup generators, there's too much in the infrastructure that needs to be considered for some very high specialty places, and so there's all of that.

**Trisha Talbot** 11:01

Then you know, your business, your practice has to be cash flowing enough to make this real estate makes sense. So, you know, if not, then you want to start depending, so I guess, let's, let's back this all up to the beginning of, you're trying to access a certain patient group, so your business model, you want to access your patient group. It's not, and you know, sometimes, like a dentist could open up, you know, pretty much in any neighborhood.

**Trisha Talbot** 11:30

But like for yourselves physical therapy, you can't have too many physical therapists in one area, you have to strategically place yourselves either near a group that refers to you, either you or community that needs it, that there's not another physical therapist, that you have to think about where are you going to get your referral, because people get referred to physical therapy.

**Trisha Talbot** 11:54

Do you want to be near an orthopedic group? Do you want to be near a hospital but like, across the street? Like where strategically are you gonna place it? So you need to be accessing a patient group or your insurance says, we need physical therapy in this zip code, or what have you.

**Trisha Talbot** 12:09

So, you need to figure out what patients you're going to serve? And then you have to figure out what, how are those patients going to pay you? How you're going to generate the revenue? Is it insurance? Is there going to be private pay? Medicare, Medicaid, like what, what is the revenue stream? So that you have an idea of the business that you're, you know, gonna generate. And then your costs, and then you're going to factor in the real estate as part of those costs. And then depending on how much you have to spend, that's your budget for the real estate, and if it so that's the first thing.

**Trisha Talbot** 12:45

Then if you're like, well, you know, my business can pay rent, but I as an entrepreneur, I as an individual want to purchase real estate, not just lease it, because I want to get more bang for my buck with my money. I don't want to, you know, I want to start building some wealth.

**Trisha Talbot** 13:06

And by the way, this makes a ton of sense, because I'm gonna be in the building, and I can see it every day. So it's not gonna be that much of a hassle, that's a whole other step. And I see a lot where the real estate starts getting intermingled into the business finances, and I strongly suggest separating those, especially if it's a multi tenant building.

**Trisha Talbot** 13:06

So, you know, then you go and you ask yourself, okay, this isn't going to be just to practice business, it's going to be also, I'm gonna start a real estate, I'm gonna become a, start to be a real estate owner and an investor. Then, you know, you take it along that path, okay, you know, then how much real estate do I want to take on?

**Trisha Talbot** 13:52

Do I want to be a landlord and get, buy or build a bigger building, and then I lease, I take some space for my practice, and then lease out the rest? Do I just want it to be my practice? Am I using this as an expansion tool? Do I just want to be single tenant? Do I want to, you know, build it, because my tenant improvements inside are so expensive, for example, imaging or, you know, cardiology, you know. Like, if they want to do surgery centers or procedures and part of it and then have clinical space and the other like, you know, there's, that's an expensive build out. Do I want to fund this myself, put a lease on it, then sell it, get get paid back and then go open to other clinics?

**Trisha Talbot** 14:36

So depending on how you're going to use the real estate, how much you know, you want the return as an investor and then you know, ultimately, you as a practitioner, where are you trying to capture your patients. So it's a very multi pronged way of going about it. And when you do it more strategically that way, and I would say in a more offensive role instead of a defensive role, the real estate really can help you and benefit you serve you and be very strategic.

**Dr. Carl Bourne Jr.** 14:36

So, on the back end of that, let me ask you, because you mentioned this earlier how there are times where, you know, they're kind of like they want to do it themselves, right? They want to kind of take over because they figure like, I got this.

**Dr. Carl Bourne Jr.** 15:27

In your experience, like what have you seen that has been like, the biggest myth or misconception in regards to being able to acquire that commercial property, like, just in general, from a standpoint of like, I'm a clinician, I'm looking at this property. And I guess there's two sides of the coin, like you said, like whether you want it for passive income purposes, or, you know, for business transactions, but what would you say, have been the biggest myths or misconceptions that you've seen?

**Trisha Talbot** 16:01

So I definitely see that they don't underwrite it. So if you talk to somebody that is a successful physician and real estate investor, and typically what I hear as lessons learned, as they, you know, you don't know what you don't know.

**Trisha Talbot** 16:15

And, and going in, I see that one they don't underwrite for a lot of things. I wish, you know, real estate is a great industry, because it's imperfect, but it's also a frustrating industry, because it's imperfect, which means that, you know, you go in, and you have these expectations, and the market is one way, and you build this great performa.

**Trisha Talbot** 16:35

But you also have to build in what ifs, you have to, you know, you have to do as much as you can with what ifs on paper, because the what ifs happen. COVID happens, 2008 happens, you know, these things that come out of left field, they call them black swan events. You know, you have to say, am I going into this real estate where I can, I'm going to position myself to withstand something that I don't predict?

**Trisha Talbot** 17:04

Construction costs, mistakes in construction costs, those are, are things that I see that they don't consider and even, you know, for the first timers, you know, they are building their own clinic, and even though they've worked in a clinic, and they're like, I know exactly what I want to build in my head.

**Trisha Talbot 17:28**

You know, real estate isn't that way on, you know, on paper, it's one thing, but you have to, you know, depending on, when you get a piece of property, if you live in a place where there's a lot of weather, you have to think about retention basins, or flooding, you have to start considering all of these factors into how to build the exterior of the building.

**Trisha Talbot 17:51**

And then when you're thinking about the interior, I just heard this, which I thought was interesting that a hospital, actually interviewed a guest on my podcast, so a hospital went and did a whole renovation on a floor, and they didn't ask the nurses for input. And so these nurses that were working in it, that were super frustrated, because if they had just asked them, hey, what would, you know, give us your input on how to lay this out and, you know, because the nurses have to serve all these patients.

**Trisha Talbot 18:29**

And things like that, like just considering how the space is and the architects that work into this industry. And like, you know, I've seen a ton of office spaces, and, you know, I've seen a ton of physicians, you know, organize these offices. And, you know, it is, you know, real estate is I think much better and a team approach to avoid those mistakes.

**Trisha Talbot 18:53**

So it's much better to get a couple of different people to give you feedback on the underwriting. It's great to have a couple different people to give you feedback on the design, it's good to have a couple of different people give you some feedback on materials that you know, that make the most sense in whatever part of the country you live in.

**Trisha Talbot 18:56**

You know, just having people to bounce this off of instead of saying, Well, you know, I know what I'm can do, and I'm just gonna do it myself, which it's great! You know, there is, you know, that one unicorn that makes it through it, but I would say more often than not, there's a lot of frustrated people that have, are writing a lot of checks for mistakes.

**Dr. Carl Bourne Jr. 19:37**

Yeah, yeah! No, that definitely makes sense. So for you when you're going out and you're looking for these properties, like is there, in your head because I mean, you've been doing this for, you know, a long time now, so it's probably second nature. But what, what does your checklist look like? Like what are the things that are like, this equates to a good property and this equates to a bad property. And how do you kind of walk clients through that as well, so that they understand, you know, they're getting more bang for their buck with one property versus another.

**Trisha Talbot 20:18**

Yeah, and I think that has a lot to do with the investment requirements, so I'll just throw you know, an example out there. So, I'll talk about, so I had an interventional radiology group that wanted to purchase

a surgery center, and they wanted, they wanted to get up and running as quickly as possible. And they had certain geographic areas that they were looking in.

**Trisha Talbot 20:42**

So the first thing that I did was, you know, I didn't look for anything other than existing medical space to start with. Because trying to convert general office to an interventional, interventional radiology surgery center would be very expensive, but converting from a medical office to a surgery center, it still will be expensive, but there's certain infrastructure, I think, in place.

**Trisha Talbot 21:10**

So I really, you know, if they don't, and I asked them, you know, do you want to wait for, you know, to build out something, if they want to wait to build out something it is going to be six to eight months, before they're going to be able to occupy if they're going to build something from scratch, well, that, that could take, you know, two and a half years. So really understanding what their timing is obviously square footage, what they're looking for, for square footage, you know, you can kind of put in parameters for that.

**Trisha Talbot 21:10**

And then you know, and then I looked for surgery centers that might be on the market and sort of just, you know, went down that path. And then I, you know, took a look to see what kind of condition they were in, then I can give them, you know, some ideas of what it's gonna cost as to what it looks like now, versus what it you know, it can be. So, that's on the buy side of some of the things that I do.

**Trisha Talbot 21:46**

On the sell side, I sell a lot of physician owned buildings, and different physicians run their buildings differently. And in some have been, some have had better advice than others. But I see a lot of buildings that need to have a lot of cleanup on the financial aspect of it before they bring it to market.

**Trisha Talbot 22:41**

And if there's you know, depending on what they're looking for, for valuation, I recommend some, some improvements to the property. And some can be really simple. I mean, some is as simple as cleaning up the landscaping, blowing the leaves, and cleaning the windows, I mean, that, that's, that does a ton for showing a building and getting it ready. Because as soon as you put a building on the market, or tell buyers that it's available, they start driving by so it's immediate. You know, cleaning up the parking lot, power washing a building, I mean, these are just some some really, on the less expensive side of things to do. And they have, I would say they give you a lot of bang for your buck.

**Trisha Talbot 23:21**

And then on the financial side, and the rent rolls and separating the financials from their practice, like all of this is, you know, things that I advise on the sell side because I know what the investors are looking for, and I know what makes deals go faster and what slows deals or kills deals. So I really try to get them to, it's very, I would say it takes some effort on their part to get it ready. But then once it gets on the market, it's usually, it's smooth sailing. So that is I see a lot and I help them a lot with.

**Paulo Ching 23:50**

So naturally, I have to ask this question. Has there ever been an instance where you don't have to, you know, throw any names around. Everything is confidential here, it's just between me, you and Carl.

**Trisha Talbot 24:10**

Yeah, yeah!

**Paulo Ching 24:10**

and everybody else that's listening.

**Trisha Talbot 24:12**

And all the listeners.

**Paulo Ching 24:12**

And all the listeners, but has there ever been an instance where a deal may be like, slowed down or had a hiccup at the last minute simply because of like, random finances that just popped up out of nowhere? And if there has, what do you normally? Because I asked that just assuming like somehow that always happens, and most

**Trisha Talbot 24:33**

It always happens, yeah!

**Paulo Ching 24:34**

So what do you usually try to advise people when they're going to that and expecting like, somehow it's guaranteed, something will pop up at the end before we close. How do they fix a lot of those financial issues and what do you advise them to even like, try to do their best to avoid those random hiccups at the end?

**Trisha Talbot 24:56**

Well, a lot of it, well I try to avoid everything on my clients side that I can think of, so I ask for a ton of documents and I even asked if they don't mind, you know, if I can have their accountants phone number that does their, you know, whatever their business books sometimes if they're okay with that and the accountants okay with that, because the accountant and I can really go through it pretty quickly as to what the line items, you know, in the income statement are that I need, you know, either more detail on or what have you.

**Trisha Talbot 25:27**

And so, you know, it's just sometimes it's easier to have that conversation or, you know, we have it together, I do a ton of conference calls. So, either way, it just depends on how hands on some, some are like, just do it, I don't want to be involved, and some are like, no, no, I want to be involved. So that happens, I try to get as many of the building documents up front, you know, especially when you're dealing with properties that are part of an association and not just office condos. I mean, it can be that there's just several buildings in an area, and they're all part of an association, the association docs are there any buyer, it needs to read them anyway. So I try to get them ahead of time.

**Trisha Talbot 26:15**

And I usually iron out a lot of the issues on the front end. But like there was something that in a recent transaction that was completely missed when my client bought the property. And then we were selling the property, and we saw this clause in, in a, in a declaration, and we had to go to somebody that was not part of the transaction to get them to sign off on it. And that was in, in theory, my clients fault, in

essence, it wasn't the buyers fault, but you know, we just, you just push through those and try to get the right people to solve the right problems.

**Paulo Ching** 26:58

That's, that's really cool! That, you have a way to go about that. So my next question kind of deals with even the reality of real estate, but I want to ask it in context of 2020 when everything was like, shut down, right? The only like things I were certain was, everybody might catch it one day, and real estate was not going to stop being sold and bought.

**Paulo Ching** 27:24

So what was it like, in, in a space where it almost seemed like everything in the world was slowing down or coming to a halt. Was there like just a moment of time where nothing was happening in healthcare real estate? Or did it have the opposite effect, and just a whole bunch of people actually did business?

**Trisha Talbot** 27:44

So, you know, there was like six weeks here in Arizona and several other places where they said that you know, elective surgeries were on hold. And pretty much that elective surgeries is I think defined as anybody that's not getting something for trauma or critical care.

**Trisha Talbot** 28:09

So people that were you know, cataracts, I even heard appendectomies were, those I, you know, if you have an appendix, that's actually I think, kind of critical, but, you know, that people with cataracts, you know, probably some knee surgeries and those things were on hold.

**Trisha Talbot** 28:27

And that I think, gave people pause for sure, in six weeks in the light of now looking at it 2020, with 2020 vision, you know, wasn't that long in this entire process. But I will tell you that I continued to work just as much if not harder, through the pandemic. I mean, there was ebbs and flows like everything, but I had several deals in escrow, and they're panicking. So, you know, I had to be constantly on the phone trying, you know, trying to find answers to an unanswerable question.

**Trisha Talbot** 29:10

But in all of it, you know, when I looked at it, you know, these were, these were buildings that had long term leases, so I can't speak to other pieces of real estate, other than in general. But and healthcare, real estate, you know, people took a pause for sure. But when you look at the rent rolls in healthcare real estate, and the reason why investors are attracted to it is because they're long term.

**Trisha Talbot** 29:11

And, you know, I think if tenants were looking to make a move, they weren't looking to make a move then, so that was even an opportunity to get some of the, get people renewed. But in the buildings that I was selling, you know, with 10 year leases, it's like, you know, and I actually I'm sitting here as you're, as I'm answering this, I was having a conversation with someone I'm like, well, even if this thing like last three years, it's a 10 year lease, like we're gonna get through it. And I'm sitting here like, here we are two years later. But, you know, but it is true, I mean, they don't have to, that there's a 10 year lease on this thing.

**Trisha Talbot 30:12**

And that's one of the things with health care, real estate is, you know, when you talk to the landlord, like, I think above 95% of the tenants continued to pay, the PPP was great, because, you know, all these small businesses that, you know, as long as they are under a certain number, which a majority of them are, of employees, you know, they qualified for the PPP. I mean, I'm seeing financial statements now where it's like, you know, the PPP loan forgiveness, PPP loan forgiveness. So, you know, a lot of them got that in order to keep their employees and, you know, the doors open.

**Trisha Talbot 30:46**

So, you know, for healthcare real estate, like, going back to the why? Well, it's because it's demand driven and mission critical people, even after that six weeks, people had to go back. And they wanted to get their cataracts taken care of, they wanted to go and have that knee surgery, they wanted to go and just do these, you know, and continue with their healthcare, I mean, people that were having for more drastic concerns, I mean, you can't close down oncology centers, people still have to have their chemotherapy, you know, these things have to happen no matter what is going on.

**Dr. Carl Bourne Jr. 31:24**

So I want to, I want to kind of redirect a little bit, and let's talk more about your journey as an entrepreneur, right? Because I feel like it's always very critical to be able to speak to the things you had to go through, right? And not just what it is that you do. So tell us like, what would you say, are your top three success habits that you have that have led you to be able to see the success that you're seeing now in the business?

**Trisha Talbot 32:03**

Well, people say I'm very organized. So I think that's, and it's not something, I guess it's something I don't necessarily think too much about, because I guess I take it for granted. But I think because I am organized, my clients really depend on me. And they, you know, once they give me the information, and I make it available to them, they can always find it.

**Trisha Talbot 32:27**

And you know, I use online stuff, so they always have access to it. So I think I take it for granted, but, and you know, that sounds kind of silly, but you know, being very well organized. And since I'm organized, I can keep my clients organized, and I think they, that is super helpful.

**Trisha Talbot 32:47**

I think when you've used consultants or advisors before and you feel like you're paying them, and then you're having to help them just to stay organized, super frustrating, because you can't even get to what you're wanting them to do, because you're having to keep them organized.

**Trisha Talbot 33:02**

So I think I take it for granted, but I think that's one of, one of the things and I try to always work smarter, not just harder. I don't like to just continue to make the same mistakes over again. So I really learn and try to be incredibly efficient with not only my time, but other people's times as well. Because I know that, you know, when they're meeting with me, it's not necessarily the thing that they want to be spending time doing, they're meeting with me because they need to get some answers to some questions and information, and then they want to go home to their family and I want to go home to my family. So you know, I take that into consideration as well.

**Trisha Talbot 33:41**

So when I come to a meeting, I'm incredibly prepared. You know, I've, there's a goal for the meeting, if we can't get taken care of in that meeting, then you know, we have to have another one. But you know, I try to offer also convenience for them, we can do it over zoom, we can do it on a phone call, we can do it in person, we can do it at a Starbucks next to your clinic. I can come to your clinic, you know when you're done seeing patients, so I try to be considerate of other people's time and efficient with other people's time.

**Trisha Talbot 34:14**

And then I tend to be fairly in, because I'm organized and efficient I tend to be fast. So I think that those two things lead me to where I can get information quickly, I can work on something. I can get it to where it's out of our side off my plate and into where it needs to go next, and then track it from there.

**Dr. Carl Bourne Jr. 34:32**

So thank you for making the time to come talk to us. We appreciate it, I know the listeners will definitely get some value too from this episode. For anyone who's listening, this is their first time being exposed to you. What would be some social media or contact info that you would want to leave for them to get

**Trisha Talbot 34:50**

Sure!

**Dr. Carl Bourne Jr. 34:52**

in touch with you?

**Trisha Talbot 34:53**

So I have a website and it's the same name as my company docproperties.com docproperties.com. And on there, they can link to the podcast and pretty much you know any information they want to find out about me. And there's ways to get in touch with me through there as well doc properties also is on Instagram, it's on Facebook and on LinkedIn and I'm also on LinkedIn as well under my name, so I'm very accessible for anybody that is looking to reach out to me.

**Dr. Carl Bourne Jr. 35:29**

Perfect! Thank you! To our lovely listeners, as always guys, we love you! We appreciate you! Anyone out there who is in need of any SEO Help. Don't forget we're your guys any inquiries, send an email to OTCpodcast20@gmail.com and we will see you guys next time. So until next episode, peace many blessings.

**Trisha Talbot 35:55**

I'm grateful for you tuning in to the Providers Properties and Performance podcast. If you enjoyed it, please subscribe rate review and share the podcast with others. As a disclaimer this podcast is intended for educational and entertainment purposes only and not intended for specific real estate investment advice.