

# 2016 BENCHMARK STATISTICS RELATING TO DENTAL OFFICES

**Active Patient:** A person that has been in the dentist's office at least once during the past 14 months for any reason except for persons you know are deceased or moved far away that they will not return for dental care or anyone that has been in just for a one time only emergency visit.

The average active patient spends \$650-750 per year for dental care. If the dental office isn't producing at this level it needs help.

- ❖ The staff needs to work on patient education
- ❖ More treatment plans need to be done
- ❖ Make sure all patients are in the re-care program
- ❖ Review fees – they may be too low

**A full time dental practice should have a minimum of 1600 active patients.** The high end of the scale as to how many active patients a single dentist can handle is 2,300 patients.

Yearly gross production levels are based on the number of active patients a dental practice has. These are guidelines for an average dental practice. A high production office would exceed the numbers in each level by \$200,000 to \$300,000. Hygiene production includes all services provided and x-rays (does not include doctors exam).

*900 active patients	\$585,000 – \$675,000
*1,200 active patients	\$780,000 – \$900,000
*1,500 active patients	\$975,000 – \$1,125,000
*1,800 active patients	\$1,170,000 – \$1,350,000
*2,100 active patients	\$1,365,000 – \$1,575,000
*2,400 active patients	\$1,560,000 – \$1,800,000
*3,600 active patients	\$2,340,000 -- \$2,700,000

**A hygienist in a dental practice should be able to see 7.5 to 8.5 patients per an 8 hour day.** To accomplish this the hygienist may need to schedule 9 – 10 patients per day. Some patients will be “no shows” or will not give the office adequate notice to allow the office to find a replacement.

**Re-care Potential:** The re-care potential is arrived at by taking the number of active patients and dividing that number by '9', this will give you a potential for monthly hygiene appointments. The number of patients actively involved in re-care is arrived at by taking the average number of re-care patients an office sees on a monthly basis and multiplying that number by '9'. If a dental practice has an above average re-care system, the number of active patients and the number of active re-care patients will be within 10% of each other.

**TED's METHOD: 8 patients/day X 26 weeks = 208. Active patients ÷ 250 = # of hygiene days needed.**

The average dental practice loses 15% of its patients each year. If the practice loses over 18% of its patients per year there could be a problem that the office should address.

A strong Crown & Bridge practice will do in excess of 40% Crown & Bridge of the total office production. In a very strong Crown & Bridge practice there will be in excess of 50% Crown & Bridge of just the doctors' production in Crown & Bridge.

The number of patients the doctor sees in relationship to what is seen in hygiene will give an indication of the type of practice a doctor has. It costs \$25-30 per patient to turn the room over.

- ❖ If the doctor sees 1.5 to 2.5 patient visits for each hygiene visit the practice probably operates more on an emergency basis.
- ❖ **If the doctor sees 1 to 1.5 patient visits for each hygiene visit this would be considered an average family practice.**
- ❖ **If the doctor sees .5 to 1 patient visits for each hygiene visit that would indicate a strong restorative practice.**

**Accounts Receivable should be in the range of .6 to 1 times the average monthly gross production. If higher than 1:1 ratio, it could indicate they have a collection problem.**

A well run re-care program, in a well-run office, will generate 25% to 35% of the gross production in the office.

A production per patient visit for the doctor of \$425-\$450 is average.

A production per patient visit of \$425 to \$450 indicates a well-run restorative office.

A production per patient visit of \$475 and up indicates a full mouth restorative practice.

#### **Patient Visits per 8 Hour Day:**

**A well run practice doing restorative dentistry will see 9 to 15 patients per day (10.88 is average).** This will require 2 doctor treatment rooms with at least 1 hygiene room. It will require 1.5 to 2 full-time Chairside assistants.

**The number of dental staff people that are needed in a dental office is more dictated by activity than production.**

*7 to 9 patient visits per day	1 Chairside Assistant
*10 to 12 patient visits per day	1.5 Chairside Assistants
*13 and up patient visits per day	2 Chairside Assistants

**The number of administrative people needed in a dental office.**

*8 to 21 patient visits per day	1 Administrative Person
*22 to 28 patient visits per day	1.5 Administrative People
*29 to 35 patient visits per day	2 Administrative People

**Also: 1 Administrative person per 50,000-60,000/mo. Add one more per every additional increase of \$25,000/mo.**

**The practice should produce \$25,000 - \$30,000 per room per month.**

An average mix of services for an average dental practice is:

*RE-care	28%
*Crown & Bridge	36%
*Surgery	4%
*Endo	5%
*Perio	5%
*Restorative	18%
*Other	4%