

2017 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 \$675-\$775 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	\$ 607,500 – \$697,500
*1,200 active patients	\$ 810,000 – \$930,000
*1,500 active patients	\$1,012,500 – \$1,162,500
*1,800 active patients	\$1,215,000 – \$1,395,000
*2,100 active patients	\$1,417,500 – \$1,627,500
*2,400 active patients	\$1,620,000 – \$1,860,000
*3,600 active patients	\$2,430,000 -- \$2,790,000

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 36% Crown & Bridge of the total office production. In a very strong Crown & Bridge practice there will be in excess of 45% 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 \$435-\$460 is average.

A production per patient visit of \$435 to \$460 indicates a well-run restorative office.

A production per patient visit of \$500 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 (10.38 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	1.5-2 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%

Dental Benchmark Numbers 2017

These benchmark numbers give you the opportunity to compare your office statistics to the average DBS Practice Management Client. If you have any questions please contact Donna Rosebush (800) 327-2377

Doctors Name: _____		2017	2016	2015	2014
Date: _____	Your Practice Statistics	DBS Clients	DBS Clients	DBS Clients	DBS Clients
Monthly Office Production (Average)	_____	\$102,738.13	\$100,280.28	\$98,314.00	\$96,842.00
Monthly Adjustments (Average)	_____	\$15,961.00	\$14,521.00	\$12,740.00	\$11,960.00
Monthly Net Production	_____	\$86,777.13	\$85,759.28	\$85,574.00	\$84,882.00
Monthly Receipts (Average)	_____	\$85,909.36	\$84,902.69	\$84,990.00	\$84,225.00
Monthly Doctor Production (Average)	_____	\$76,251.00	\$74,962.00	\$73,210.00	\$72,619.00
Monthly Hygiene Production (Average)	_____	\$26,487.13	\$25,318.28	\$25,104.00	\$24,233.00
Average Doctor Hours Available per month	_____	131	129	128	128
Average Hygiene Hours Available per month	_____	202	201	204	201
Average Doctor Patient Visits per month	_____	170	172	174	176
Average Hygiene Patient Visits per month	_____	192	194	196	198
Present Accounts Receivable Ratio	_____	1.11	1.09	1.09	1.19
Number of Active Patients	_____	1,638	1,652	1,672	1,681
Average New Patients per month	_____	13.10	14.90	15.80	16.30
Average Expenses per month-Adjusted	_____	\$51,231.00	\$50,114.00	\$50,650.00	\$49,830.00

Please disregard the ERROR below....these formulas will fill-in when the above worksheet is complete.

Production per Active Patient per year	#DIV/0!	\$752.66	\$728.43	\$705.60	\$691.32
Hygiene Production as a % of Total Production	#DIV/0!	25.78%	25.25%	25.53%	25.02%
Doctor Visit relationship to Hygiene Visits	#DIV/0!	0.89	0.89	0.89	0.89
Doctor Production per patient visit	#DIV/0!	\$448.54	\$435.83	\$420.75	\$412.61
Doctor Production per hour available	#DIV/0!	\$582.07	\$581.10	\$571.95	\$567.34
Doctor Production per 8 hour day	#DIV/0!	\$4,656.55	\$4,648.81	\$4,575.63	\$4,538.69
Hygiene Production per hour available	#DIV/0!	\$131.12	\$125.96	\$123.06	\$120.56
Doctor Patient Visits per 8 hour day	#DIV/0!	10.38	10.67	10.88	11.00
Hygiene Patient Visits per 8 hour day	#DIV/0!	7.60	7.72	7.69	7.88
Hygiene Production per patient visit	#DIV/0!	\$137.95	\$130.51	\$128.08	\$122.39
Collections as a percent of Production	#DIV/0!	83.62%	84.67%	86.45%	86.97%
Collections as a percent of Net Production	#DIV/0!	99.00%	99.00%	99.32%	99.23%
Profit	0	\$35,546.13	\$35,645.28	\$34,924.00	\$35,052.00