

# BENDER, WELTMAN, THOMAS, PERRY & CO, PC

## Certified Public Accountants

### 2007 ANNUAL DENTAL QUESTIONNAIRE

## SALARIES

#### VARIATIONS OF SALARIES

	LOWEST	HIGHEST	AVERAGE	MODE*	NATIONAL AVERAGE**
SELF (SALARIED)	\$12,480	\$600,000	\$201,036	\$220,000	
ASSOCIATE (SALARIED)	\$80,000	\$650,000	\$188,477	\$80,000	

#### *HOURLY NUMBERS APPLY TO THE FOLLOWING:*

HYGIENIST - F/T	\$22.00	\$40.00	\$30.94	\$32.00	\$32.85
HYGIENIST - P/T	\$23.50	\$40.00	\$31.93	\$34.00	
HYGIENE ASST F/T	\$10.50	\$35.00	\$21.31	N/A	
HYGIENE ASST - P/T	\$10.00	\$30.00	\$20.00	N/A	
CHAIRSIDE - F/T	\$8.00	\$26.00	\$16.35	\$16.00	
CHAIRSIDE - P/T	\$9.00	\$26.25	\$16.82	\$19.00	
CLINICAL ASST - F/T	\$15.50	\$22.00	\$18.90	N/A	\$16.42
LAB TECH - F/T	N/A	N/A	N/A	N/A	
LAB TECH - P/T	\$9.00	\$24.00	\$14.00	\$9.00	
STERILIZATION TECH F/T	\$7.50	\$16.00	\$11.75	N/A	
STERILIZATION TECH P/T	\$7.25	\$10.00	\$8.63	N/A	
RECEPTIONIST - F/T	\$10.00	\$25.00	\$16.19	\$16.00	\$15.66
RECEPTIONIST - P/T	\$10.00	\$26.00	\$15.79	N/A	
OFFICE MANAGER	\$15.10	\$36.00	\$20.95	\$34.00	\$21.02

\*MODE - most common number reported

\*\*National average was obtained from the April 2007 issue of *Dental Practice Report*

#### AVERAGE SALARIES BASED ON YEARS OF EXPERIENCE

HOURLY PAY:	15 YRS					
	1 YR	2 - 4 YRS	5YR	10 YRS	15 YRS	& OVER
HYGIENIST - F/T	\$30.00	\$28.95	\$29.32	\$30.97	\$27.04	\$31.57
HYGIENIST - P/T	\$31.00	\$30.50	\$31.00	\$30.08	\$34.50	\$36.07
CHAIRSIDE - F/T	\$11.06	\$14.45	\$15.66	\$16.91	\$17.64	\$18.38
CHAIRSIDE - P/T	\$9.00	\$11.00	\$12.45	\$13.92	\$16.00	\$18.44
RECEPTIONIST	\$11.50	\$13.76	\$16.42	\$16.88	\$16.73	\$18.37
OFFICE MANAGER	\$16.62	\$18.00	\$22.29	\$23.25	\$25.50	\$28.12

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**2007 ANNUAL DENTAL QUESTIONNAIRE**

**BENEFITS**

	<b>ASSOCIATES</b>	<b>HYGIENISTS</b>	<b>ASSISTANTS</b>	<b>LAB TECHS</b>	<b>RECEPTIONISTS</b>	<b>OFFICE MANAGERS</b>
MEDICAL INSURANCE	73%	49%	58%	80%	60%	57%
LIFE INSURANCE	55%	30%	30%	60%	30%	36%
RETIREMENT PLAN	91%	66%	74%	80%	78%	89%
PAID SICK LEAVE	46%	58%	60%	80%	63%	64%
PAID VACATION	100%	100%	100%	80%	100%	100%
CONTINUING ED	91%	77%	70%	60%	74%	71%
UNIFORMS	45%	68%	70%	60%	74%	68%
401(k)	73%	57%	60%	100%	63%	64%
BONUS PROGRAMS	64%	66%	82%	60%	72%	86%

***The above percentages represent those practices that pay for each of the benefits listed above.***  
 For example, 73% of the practices who responded to our survey pay medical insurance for associates.

For those practices that do provide benefits for medical insurance:

- 26% pay 100% of employee health care premiums
- 22% pay 50% of employee health care premiums
- 7% pay 80% of employee health care premiums
- 4% pay 75% of employee health care premiums

Due to the rising cost of medical insurance some dental practices are paying a set amount towards the employee's insurance premiums on a monthly basis. For those dental practices that pay a portion of the employee's premium:

- \$100 per month, is the lowest amount paid
- \$400 per month, is the highest amount paid
- \$218 per month, is the average amount paid
- \$150 per month, is the most common amount paid

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### **2007 ANNUAL DENTAL QUESTIONNAIRE**

#### **BENEFITS CONTINUED:**

34% of the practices do not offer reimbursement for continuing education. Offering to pay for continuing education would benefit both the employee and the practice. There are several types of continuing education classes and seminars that help to motivate and teach various topics to all of those involved in promoting your practice.

54% of the practices do not offer bonus programs. Bonus programs can be great for getting your team motivated. There are several types of bonus programs that dentists use to motivate their team. Your bonus program does not have to be complicated, but offering your team an incentive plan can help improve their dedication to their job and the practice.

#### ***EXAMPLES OF BONUS PROGRAMS CURRENTLY BEING USED IN DENTAL PRACTICES:***

Employees get a percentage based on the growth every 6 months

Bonus' are given at year end but not based on any formula

Holiday bonus based on office production

Profit sharing

10% over last year collections

1% of the monthly collections is split between all staff based on the percentage of their monthly hours worked to the total staff hours that month.

Employees get 10% of the difference between collection and a set amount. That is then divided by all employees.

#### **EMPLOYEE RAISES:**

49% of the practices give raises annually (year-end)

32% of the practices give raises annually (date of hire)

19% of the practices give raises other than on an annual basis, some examples are:

Based on merit

When office production and collection warrants

No specific schedule

Based on financials

Rely on bonus programs instead of raises

Performance review after year 1 and then every 1-2 years

#### **SICK DAYS:**

HOW MANY "PAID" SICK DAYS DO YOUR TEAM MEMBERS RECEIVE AFTER?:

1-4 years - Average - 2 days, Lowest - 0 days, Highest - 6 days

5 years plus - Average - 2 days, Lowest - 0 days, Highest - 8 days

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#### BENEFITS CONTINUED:

**Weeks of paid vacation based on years of service**

	1 Year	2 Years	5 Years	10 + Years
Average	1	2	2	2
Lowest	0	1	1	1
Highest	2	2	4	4
MODE**	1	2	2	3

\*All answers are based on a 40 hour work week, not days worked in a week. All answers are in week format.

\*\*MODE - most common number reported

#### EMPLOYEE MANUAL:

81% Have a completed employee manual

19% Do not have an employee manual

Every dental practice should have an employee manual. The employee manual should outline your policies and expectations of your employees.

#### SQUARE FOOTAGE AND OPERATORY INFORMATION:

The average office size is	2,003 square feet
The smallest office size is	750 square feet
The largest office size is	4,200 square feet
The most common office size is	1,250 square feet
The average amount paid per square foot	\$20.56
The lowest amount paid per square foot	\$10.00
The highest amount paid per square foot	\$68.57
The most common amount paid per square foot	\$10.00
Average number of operatories	5
The lowest number of operatories	2
The highest number of operatories	12
The most common number of operatories	4

**42% of the dentists who responded to this questionnaire own the building in which they practice.**

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#### **FEE INFORMATION:**

##### *HOW OFTEN DO YOU INCREASE YOUR FEES?*

78% of the dentists increase their fees annually  
19% of the dentists increase their fees semi-annually  
2% of the dentists increase their fees every two years  
1% of the dentists stated they increased their fees at other times

##### *HOW DO YOU DECIDE YOUR FEE INCREASES?*

22% have a fee analysis prepared by Bender, Weltman, Thomas, Perry & Co, PC  
20% of the dentists use local averages  
48% of the dentists use a "set" percent increase  
10% of the dentists use other means for their decisions, such as, cost of living index and the National Dental Advisory Service (NDAS) report.

*Contact Angela Thomas in our office at 314-576-1350, if you are interested in having a fee analysis prepared for your practice.*

#### **PRODUCTION/COLLECTIONS:**

Average production for a dental practice	\$1,034,645 annually
Lowest production for a dental practice	\$120,212 annually
Highest production for a dental practice	\$3,233,322 annually

Average % of collection to production in 2006	92%
Lowest % of collection to production in 2006	71%
Highest % of collection to production in 2006	100%

*The following are tips to make your collection rate as high as possible:*

1. Collect copayments at the time of visit.
2. When patients are called for confirmation of their appointment, remind them of their estimated portion of the fee.
3. Offer an incentive for patients who pay their balance at the time of visit.
4. Offer finance plans to patients.
5. Require deposits in advance on large cases.

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TOTAL NUMBER OF PATIENTS SEEN PER YEAR BY:

**DENTIST** - least amount - 800, highest amount - 5523, average - 2391 patients  
**ASSOCIATE** - least amount - 652, highest amount - 2100, average - 1405 patients  
**HYGIENIST** - least amount - 297, highest amount - 4000, average - 2238 patients

DO YOU OFFER A DISCOUNT TO PATIENTS WHO PAY AT THE TIME SERVICES ARE RENDERED?

46% of dental practices offer a discount  
54% of dental practices **do not** offer a discount

*For those dental practices that do offer a discount:*

20% is the highest discount offered to senior citizens only  
10% is the highest discount offered  
6% is the average discount offered  
5% is the most common discount offered  
3% is the lowest discount offered

WHAT PRACTICE MANAGEMENT SOFTWARE DOES YOUR PRACTICE USE?

40% Dentrix  
26% Eaglesoft  
15% EasyDent  
9% EZ Dental  
6% Practice Works  
6% Softdental  
4% Windent  
9% use other software programs such as Data Tec, Diamond Dental, Proprietary Software, etc.

*Billing electronically will help to ensure that your claims are received and paid in a timely manner. Billing electronically also helps reduce costs to your practice. If you are billing electronically, you must make sure that you are also HIPAA compliant. If you have questions regarding HIPAA compliance and electronic billing, please contact Cindy Smith in our office.*

HOW OFTEN DO YOU REVIEW YOUR PRACTICE MANAGEMENT/BILLING REPORTS?

22% of the practices review these reports daily  
17% of the practices review these reports weekly  
44% of the practices review these reports monthly  
11% of the practices review these reports quarterly  
2% of the practices *never* review these reports  
4% Did not answer

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WHAT TYPES OF HIGH-END TECHNOLOGY DOES YOUR PRACTICE OFFER?

- 79% use intraoral cameras
- 62% use digital radiography
- 48% use Invisalign
- 10% use Waterlase
- 5% use Diode Laser
- 5% use Diagnodent
- 2% use Isolite Dryfield Illuminator
- 2% use CEREC
- 12% use other technology such as: Scar tooth, Surgical microscopy, Virtual Reality glasses, flat screen TVs

HOW MANY DAYS A WEEK DO YOU WORK?

Average days worked	4
Highest days worked	5
Lowest	2
Most common answer	4

DO YOU PROVIDE YOUR PATIENTS/PROSPECTS WITH A DENTAL NEWSLETTER?

Out of all survey participants, 99% said they *do not* offer their patients/prospects a dental newsletter. The other 1% that does offer their patients/prospects a dental newsletter prepare it in-house.

HOW MANY DAYS DID YOU WORK LAST YEAR?

Average days worked	199
Highest	280
Lowest	113
Most common answer	200

HOW MANY NEW PATIENTS DO YOU GET PER MONTH THAT HAVE BEEN REFERRED TO THE PRACTICE FROM EXISTING PATIENTS?

Average patients	21
Highest	169
Lowest	4
Most common answer	10

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WE ASKED OUR PARTICIPANTS TO LIST THEIR FEE FOR EACH SELECTED ADA PROCEDURE (IN WHOLE DOLLARS)

	<i>Average</i>	<i>Highest</i>	<i>Lowest</i>	<i>MODE*</i>
0120 - Periodic oral evaluation	\$42.65	\$75.00	\$23.00	\$42.00
0274 - Bitewing, four films	\$49.58	\$67.00	\$25.00	\$45.00
0330 - Panoramic film	\$90.83	\$112.00	\$62.00	\$100.00
1110 - Adult prophy, including exam	\$84.74	\$153.00	\$49.00	\$75.00
1351 - Sealant, per tooth	\$41.55	\$75.00	\$4.00	\$40.00
2140 - Amalgam, 1 surface	\$104.53	\$175.00	\$71.00	\$40.00
2610 - Inlay, ceramic/porc., 1 surface	\$690.97	\$1,100.00	\$45.00	N/A
2750 - Crown, porcelain with high noble metal	\$890.20	\$1,177.00	\$634.00	\$840.00
2950 - Core buildup, including any pins	\$228.13	\$333.00	\$100.00	\$232.00
3110 - Pulp cap, direct, excl. restoration	\$83.49	\$300.00	\$33.00	\$70.00
3330 - RCT - molar	\$801.75	\$945.00	\$623.00	\$680.00
4210 - Gingivectomy, per quad, 4+	\$430.42	\$742.00	\$139.00	\$300.00
4341 - Scaling/root plan per quad 4+	\$237.89	\$1,470.00	\$120.00	\$200.00
5110 - Complete upper alone	\$1,319.35	\$3,177.00	\$200.00	\$1,400.00
5120 - Complete lower alone	\$1,317.09	\$3,177.00	\$130.00	\$1,000.00
7140 - Erupted tooth/exp root	\$154.76	\$1,206.00	\$70.00	\$135.00
7210 - Surgical - erupted tooth	\$211.72	\$400.00	\$50.00	\$225.00
9230 - Nitrous Oxide analgesia	\$76.65	\$71.42	\$16.00	\$50.00
9972 - External bleaching, per arch	\$204.79	\$200.32	\$15.00	\$150.00
9974 - Internal bleaching, per arch	\$198.43	\$192.93	\$49.00	\$175.00

**We want to thank everyone who participated in completing our dental questionnaire.**