



Smiles Dentistry, Dr. Smiles

KPI Results

	Benchmark	Results
<u>Production</u>		
Production per Operatory per year	\$250,000	\$ 250,000
Production Per Hour	\$900	\$ 903
Total Hygiene Production Per day per Hygienist	\$1,500	\$ 1,504
Percentage of total production	30-40%	38%
Percentage of production from Period Procedures	40-60%	58%
Average Production per day	>\$4000	\$ 6,548
Average Monthly no more than one month's production in accounts receivable		
Production in Accounts at any time		99%
Dollar Value Treatment Presented vs. Dollar Value of Treatment Accepted		85%
<u>Patients</u>		
Active Patients	1800-2000	\$ 1,900
Percentage of active patients currently scheduled	98%	85%
Average production per patient	\$750	\$ 748
Average production per new patient	\$1500-\$2250	\$ 1,998
Average Case acceptance rate	85%	86%
Number of new patients	15-20	18
Patient attrition - Retention Rate	>7%	6%
Recall Appointments in Hygiene		
How many recall patients do you see every week?		
How many patients are <i>actually</i> active in Hygiene?		
Total Patient Count vs. Active Patient Count		
Cancellations/no-shows Rate	<20%	17%
New Patient Referrals	50% or more	59%
New Patient Conversion %	80%	86%