



THE ANNUAL REPORT

2022

Salary Survey

ALL POSITIONS REPORT:

Dentist

Dental Hygienist

Dental Assistant

Front Office

- >>> Dental Practice Manager
- >>> Dental Billing Specialist
- >>> General Front Office Staff Member



DENTIST

2022

Salary Report



DentalPost 2022 Dentist Salary Survey Report

TABLE OF CONTENTS

Report Summary & Highlights	3
Practice Size & Average Hours	4 - 5
Income	6 - 9
Benefits	10 - 11
Bonuses	12 - 14
Pay Increases & Income Satisfaction	15 - 16
Job Turnover & Retirement	17 - 18
Ownership & Partnership	19
Survey Audience Demographics	20 - 22



Report Summary & Highlights

2022 DentalPost Dentist Salary Survey Report

From late July through early September 2021, DentalPost conducted the largest and most comprehensive dental professional salary survey of its kind, generating participation from more than 13,000 dental professionals nationwide.

From compensation to work environments to the job turnover rate, here are some of the latest takeaways from responding dentists.

Key Highlights & Takeaways

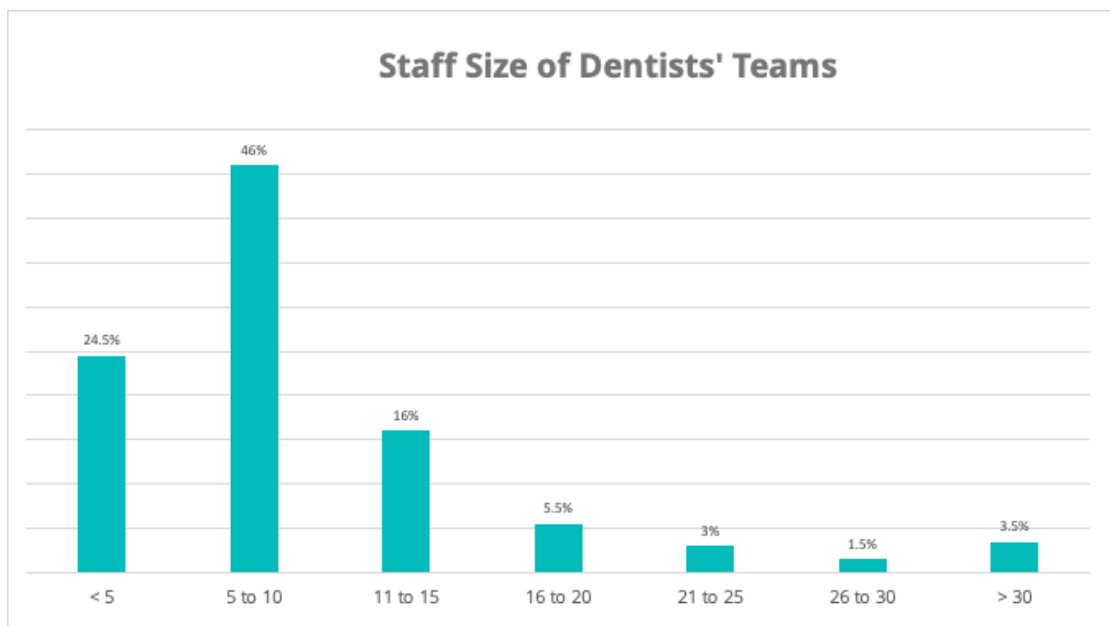
- There is a significant variance between income earned by general dentists who do implant procedures and those who do not.
 - In corporate dental practices, dentists doing implants make on average \$129,000 more than those who do not.
 - In private practices, dentists doing implants make on average \$105,000 more than dentists who do not.
- Dentists, who said they are satisfied with their annual income, reported a total income from clinical practice of over \$300,000.
 - Of the 29% who indicated dissatisfaction with their income, average incomes fell below \$200,000.
- Owners/partners in dental practices make about \$100,000 more than associate/employee dentists in private and corporate practices.
- Only 14% work fewer than 30 hours a week.
- Nearly 18% reported they work more than 40 hours a week.
- 29% planned to look for a new job within the next year.
- 11% planned to retire within two years.

Practice Size & Average Hours

- Nearly 30% of the responding dentists work in dental practices with more than 10 team members.
- Only 13.5% of responding dentists work with more than 15 team members.
- Most dentists work between 30 and 40 hours a week.
- Just under 22% work fewer than 30 hours a week and nearly 18% work more than 40 hours a week.

How many team members do responding dentists work with?

- Nearly half of responding dentists work in locations with 5 to 10 team members.
- 85% of dentists with larger teams of more than 15 team members work in private practice situations.



Practice Size & Average Hours

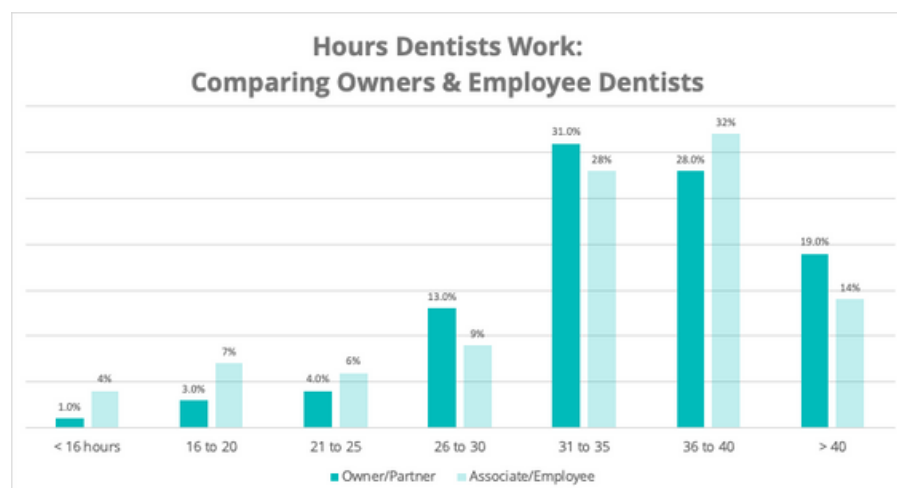
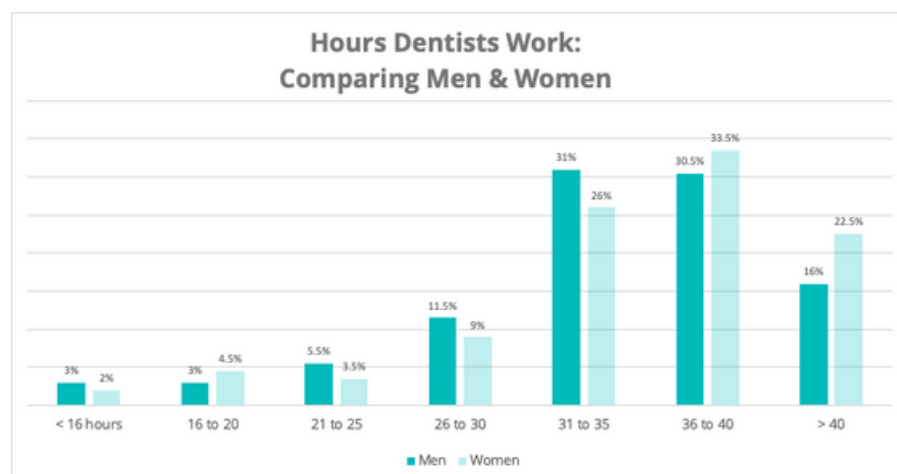
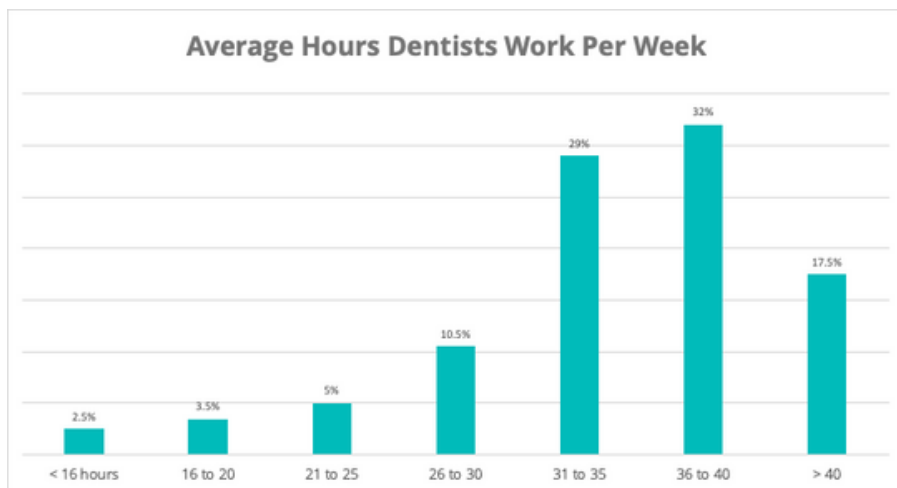
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Hours Dentists Work Per Week:

On average, 78.5% of dentists work more than 30 hours a week, and nearly 18% work more than 40 hours a week. A greater percentage of female dentists (56%) work more than 35 hours a week than male dentists (46.5%). Our survey respondents were 75% practice owners and partners, so the hours of these practice stakeholders are well represented within these percentages.

Highlights

- 41% of male dentists, who are an owner or partner, work >35 hours per week.
- 69% of female dentists, who are an owner or partner, work >35 hours per week.
- 39% of all dentists would like to work fewer hours each week.

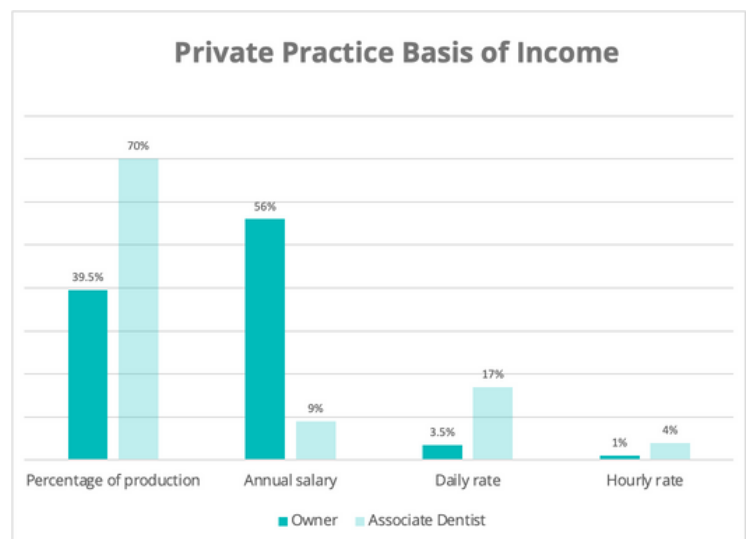
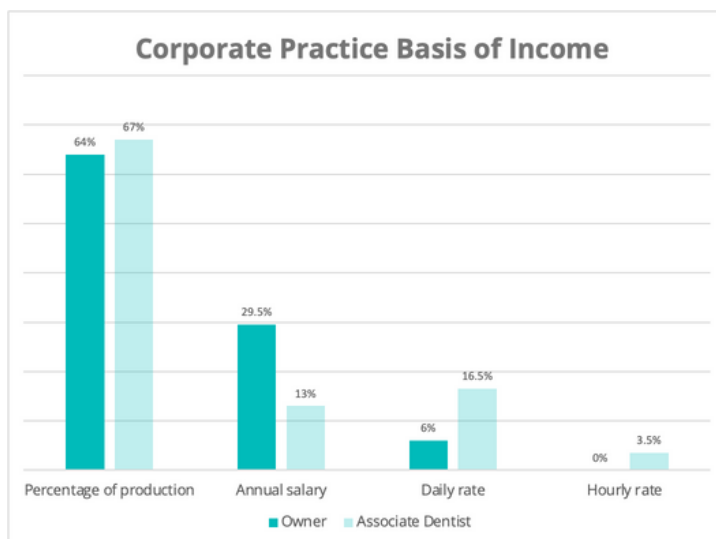
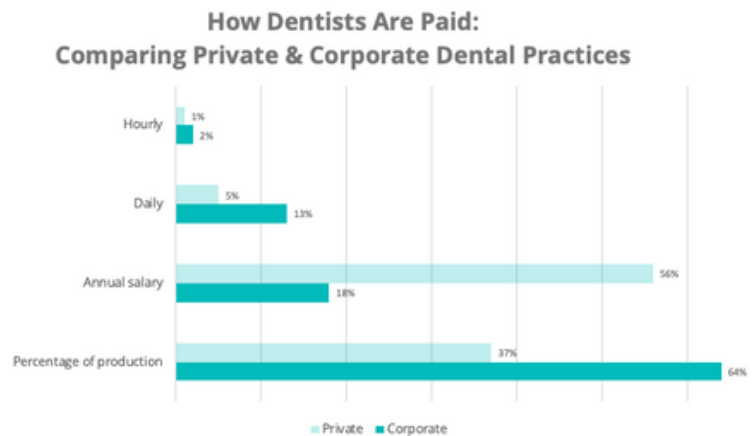
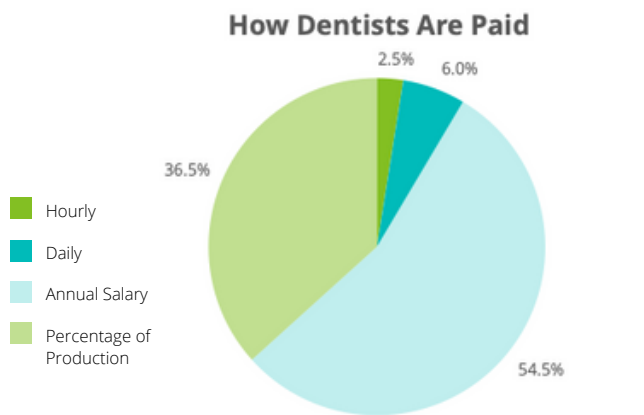


Income

Basis of Dentists' Primary Clinical Income

More than half of the responding dentists in private practices receive an annual salary. In corporate practices 64% of responding dentists are paid based on a percentage of production.

Because many dentists have multiple sources of income, DentalPost asked respondents to indicate the basis of their primary income. Their primary clinical income is based on production for 64% of responding dentists in corporate practices, and based on an annual salary for 56% of responding dentists in private practices. Fewer than 9% of all dentists are paid hourly or daily, and one third of the hourly or daily paid dentists work in public and community health clinics.



Income

Dentists' Average Median Income by State

DentalPost asked the survey audience to enter the total income they anticipated making in 2021 from clinical practice. The following statistics reflect the total 2021 income reported by dentists who work more than 30 hours a week.

In the highest paying six locations, the average dentist income was \$349,800 to \$409,333. These are Washington D.C., Puerto Rico, Wisconsin, Hawaii, Iowa, and Massachusetts.

The average total income for all dentists responding to our 2021 survey is \$258,500. Half of all responding dentists earn \$200,000 or more. Following is a breakdown of income by state:

\$350,000 +

	MEAN (AVERAGE)	MEDIAN*
Washington D.C.	\$409,333	\$400,000
Puerto Rico	\$400,000	Not Available
Wisconsin	\$398,437	\$425,000
Hawaii	\$368,666	\$276,000
Iowa	\$357,875	\$275,000

\$301,000 - 350,000

	MEAN (AVERAGE)	MEDIAN*
Massachusetts	\$349,800	\$250,000
New Mexico	\$338,333	\$350,000
Connecticut	\$336,666	\$275,000
Tennessee	\$333,555	\$250,000
Missouri	\$318,863	\$250,000
Arizona	\$307,733	\$200,000
Florida	\$306,343	\$180,000
New Hampshire	\$305,000	\$200,000
North Carolina	\$304,200	\$250,000
Maryland	\$302,476	\$280,000

\$251,000 - 300,000

	MEAN (AVERAGE)	MEDIAN*
South Dakota	\$285,000	Not Available
Rhode Island	\$283,333	\$150,000
Georgia	\$280,666	\$230,000
West Virginia	\$258,750	\$250,000
Texas	\$254,121	\$200,000
Indiana	\$252,759	\$220,000
New York	\$252,540	\$225,000

\$201,000 - 250,000

	MEAN (AVERAGE)	MEDIAN*
Washington	\$250,600	\$150,000
Illinois	\$250,473	\$190,000
Vermont	\$246,666	\$200,000
Minnesota	\$246,281	\$200,000
Michigan	\$241,388	\$240,000
Ohio	\$240,266	\$225,000
Nevada	\$234,666	\$204,000
Virginia	\$232,214	\$200,000
California	\$232,040	\$180,000
Kansas	\$230,000	\$150,000
New Jersey	\$229,680	\$190,000
Idaho	\$229,333	\$153,000
South Carolina	\$228,555	\$175,000
Alabama	\$24,156	\$210,000
Mississippi	\$221,444	\$150,000
Alaska	\$219,000	\$200,000
Utah	\$216,555	\$204,000
Nebraska	\$215,200	\$160,000
Kentucky	\$213,225	\$200,000
Pennsylvania	\$206,087	\$190,000

\$100,000 - 200,000

	MEAN (AVERAGE)	MEDIAN*
Colorado	\$184,625	\$175,000
Louisiana	\$182,900	\$165,000
Maine	\$170,000	Not Available
Oregon	\$152,000	\$150,000
Arkansas	\$106,000	\$105,000

***50% of respondents in the state earn this income or more.**

Income

Reported by Years of Experience, Position & Type of Practice

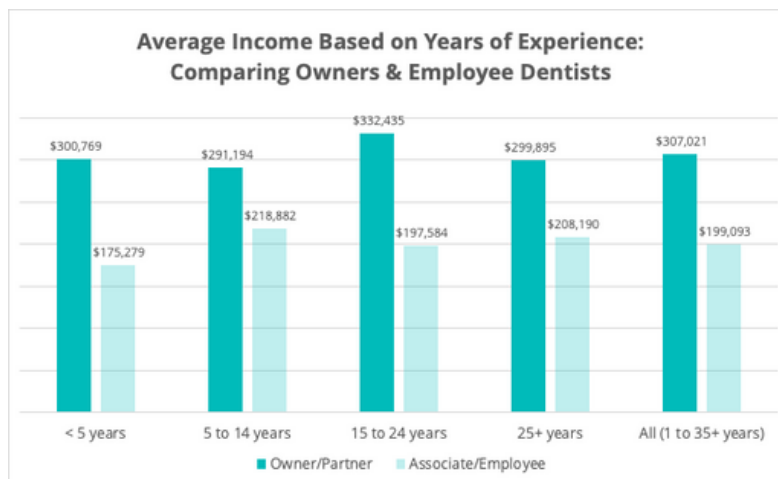
In DentalPost's 2021 Salary Survey, responding dentists provided details about their years of experience, position (owner/partner or associate/employee dentist), and the type of clinical practice they work in.

Dentists working in corporate practices, who had 5 to 14 years of experience, reported higher annual incomes than dentists in private practices with the same number of years of experience, but with additional years of experience, the pattern changes, and those in private practice earn more.

Owners/partners in dental practices average \$100,000 more a year than associate/employee dentists. This occurs across all years of experience.

The average incomes shown in these charts are for dentists who work 30+ hours a week.

- Dentists seem to hit their peak income in corporate practices by 15 years of experience, whereas dentists in private practice hit their peak income at 25+ years.
- Dentists in private practice make about \$50,000 more than dentists in corporate practice.
- Owners/partners in dental practices make about \$100,000 more than associate/employee dentists in private and corporate practices.



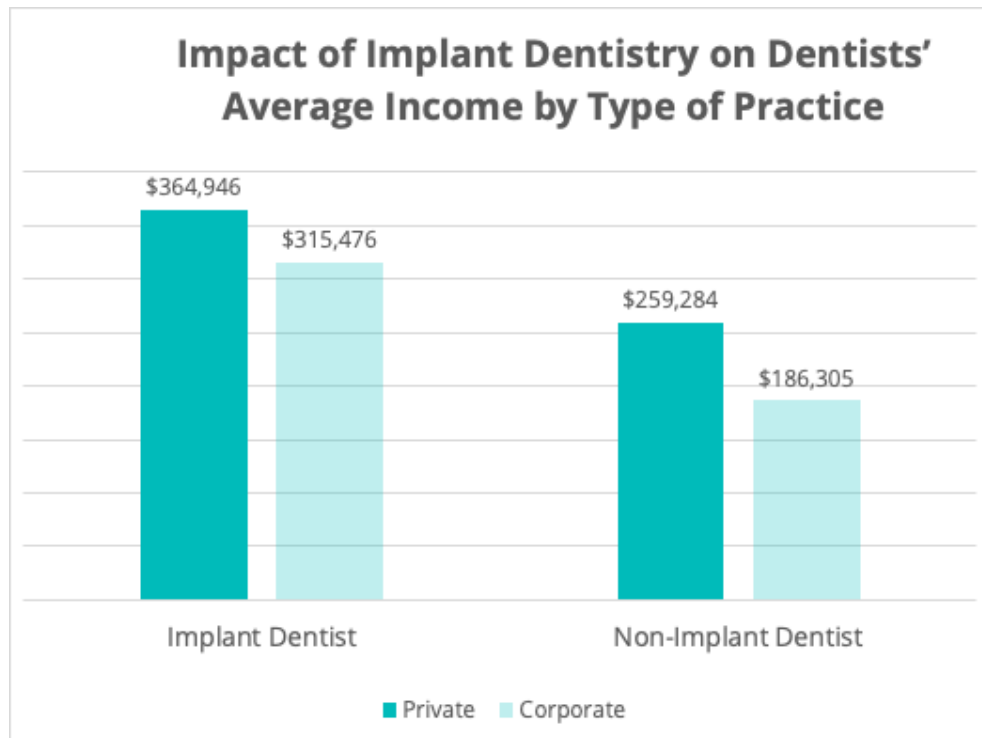
*Other: Military, Public Health, Prison, Hospital, University

Income

Dental Implant vs. Non Dental Implant Procedures

DentalPost asked responding dentists if they perform dental implant procedures. The general dentists in private practice who do implants make on average \$105,000 more per year than general dentists in private practice who do not.

The variance in income is significantly greater in corporate practices where general dentists, who do implant, make on average \$129,000 more per year than general dentists who do not. This is correlated with the significantly greater percentage of dentists in corporate practices being paid based on a percentage of production (64% in corporate practices versus 44% in private practices).



Bonuses

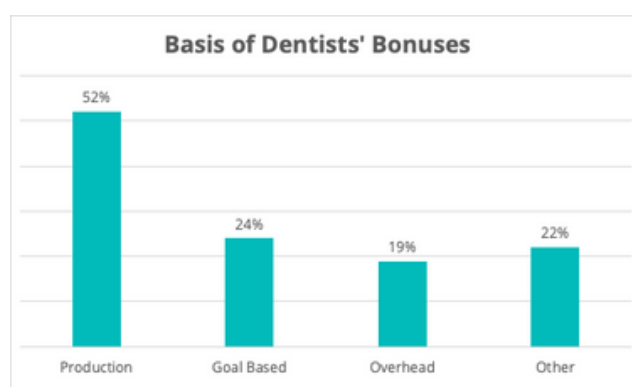
Commission-based & Private vs. Corporate

DentalPost asked dentists if they earn a bonus that is not part of a commission-based program. One in four dentists said they do.

In both private and corporate dental practices, 25% of responding dentists receive a bonus. Just over half of responding dentists receive a bonus that is not part of a commission-based program. There is a variance between private and corporate practices in what the bonuses are based on and how frequently they are paid. There also is a variance in the size of bonuses depending on the basis for those bonuses.

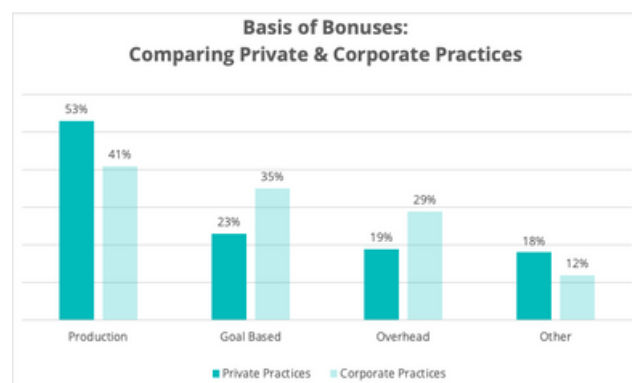
Basis of Dentists' Bonuses

The dentists who receive bonuses reported they are primarily based on production. Some dentists reported multiple bases for the bonuses they receive.



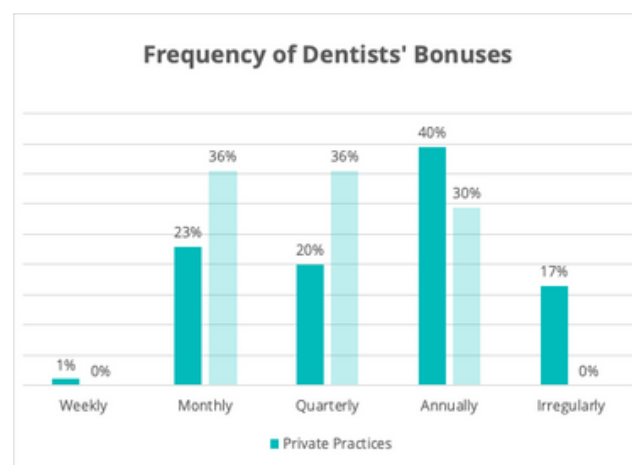
Private vs. Corporate Practice

In private practices, the basis of bonuses is distinctively different than in corporate practices.



Frequency of Dentists' Bonuses

In private practices, a greater percentage of bonuses are paid out irregularly or once a year compared to corporate practices.

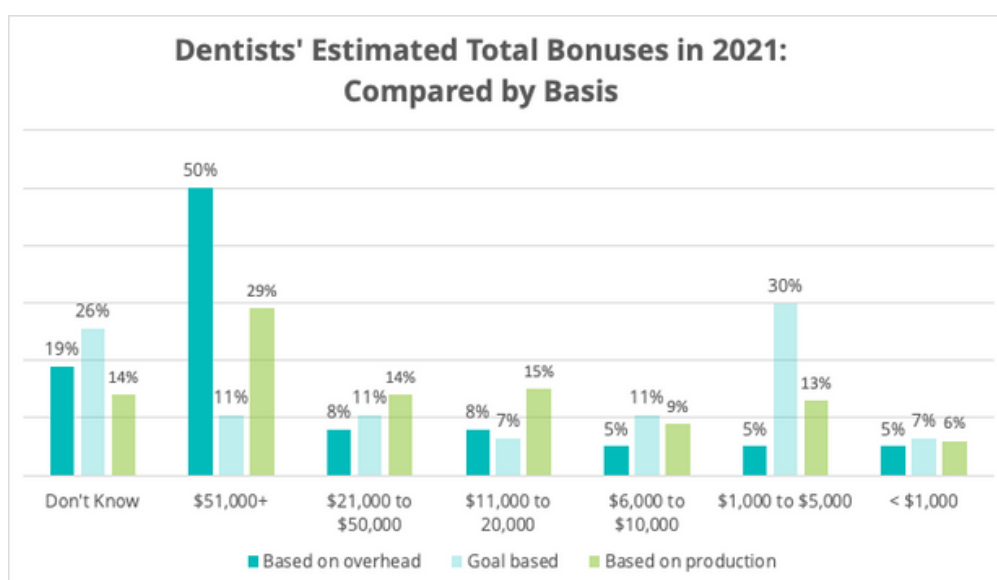
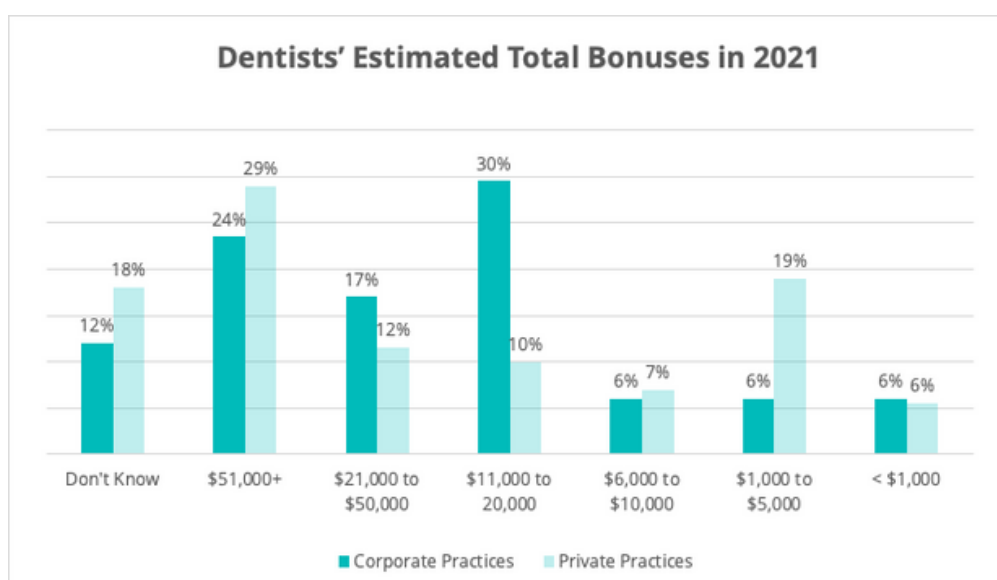


Bonuses

Commission-based & Private vs. Corporate (Continued...)

Size of Dentists' Bonuses

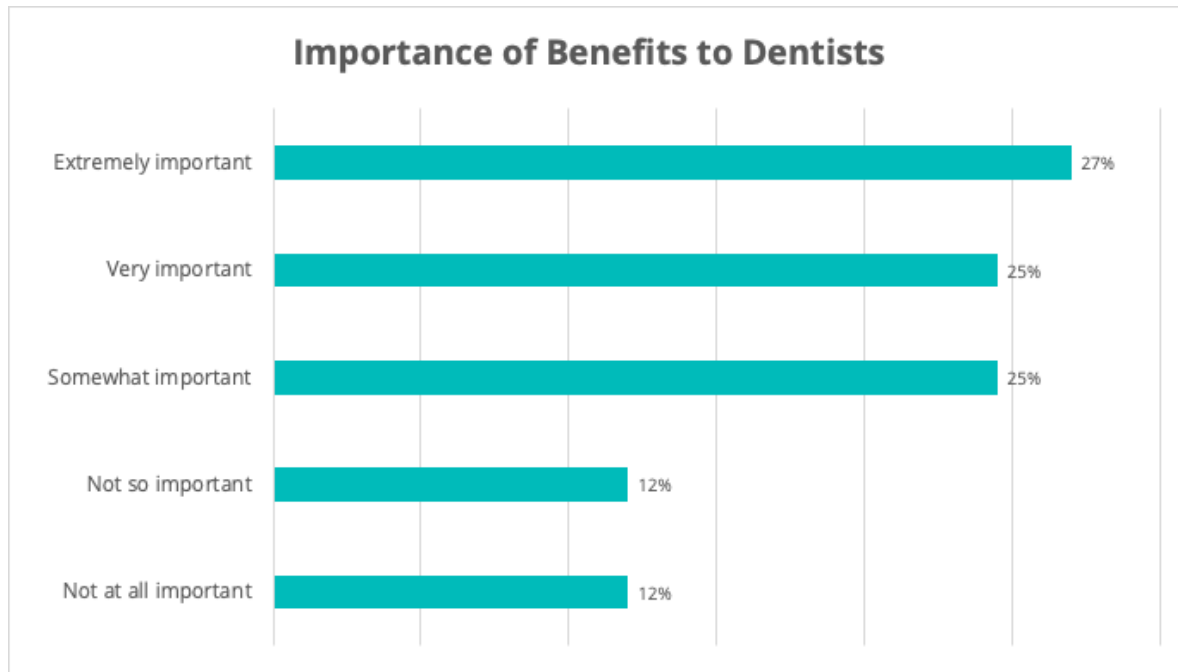
The top chart illustrates a large variance in dentists' expectations for their bonus size due to the multiple ways in which dentists are compensated. The bottom chart illustrates that those whose bonus is based on overhead reported significantly larger bonuses.



Benefits

Private Practice vs. Corporate

77% of responding dentists indicated benefits are an important part of their total compensation.



Top 5 Benefits in Private Dental Practices from Highest to Lowest Percentage

1. Retirement benefits
2. Health benefits
3. CE course reimbursement
4. Paid attendance to dental conferences
5. Paid vacation days and holidays

Top 5 Benefits in Corporate Dental Practices from Highest to Lowest Percentage

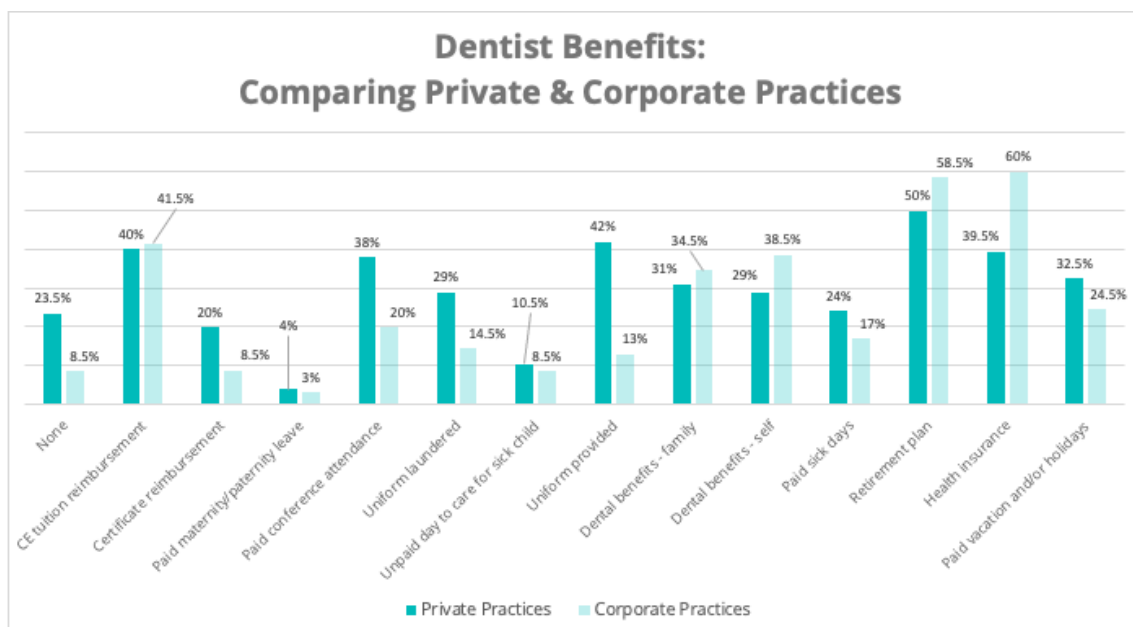
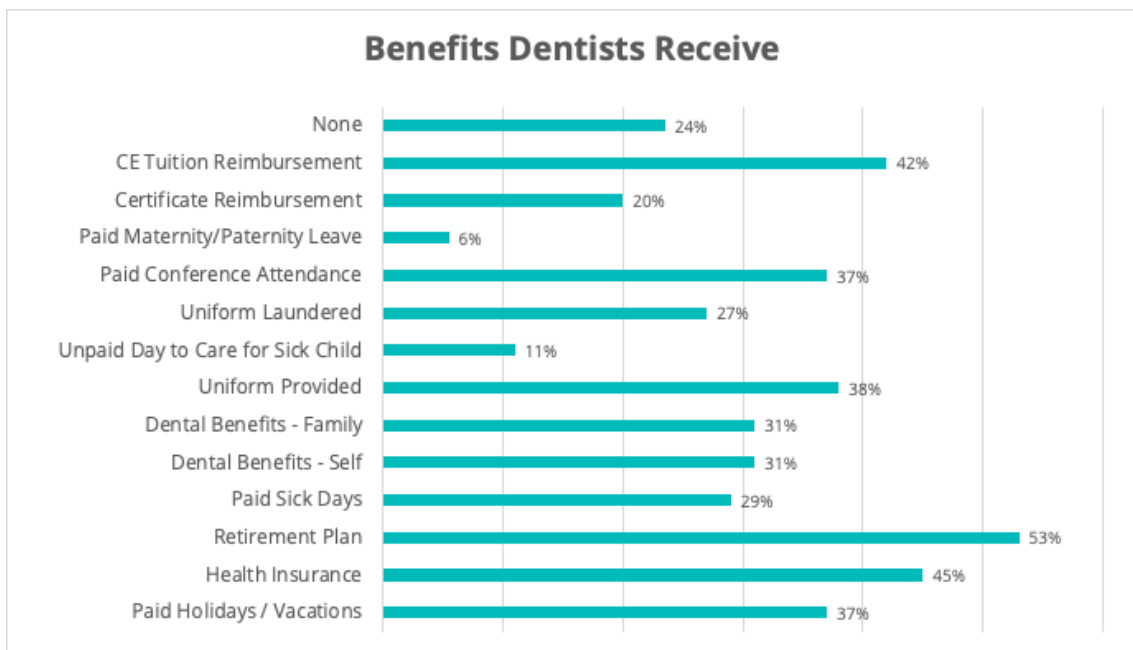
1. Retirement benefits
2. Health benefits
3. Low cost dentistry for one's self and one's family
4. Paid vacation days and holidays
5. Paid attendance to dental conferences.

Benefits

Private Practice vs. Corporate (Continued...)

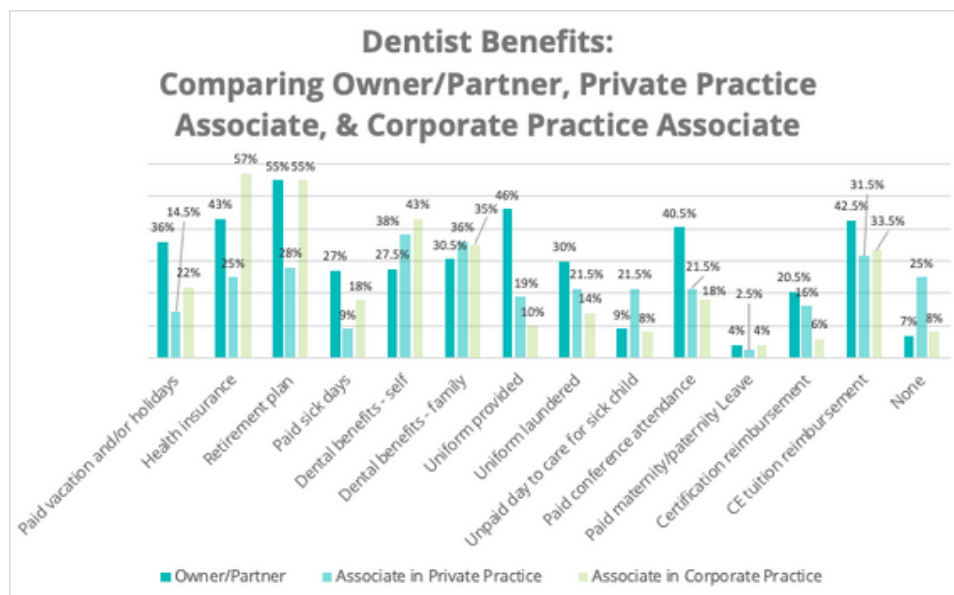
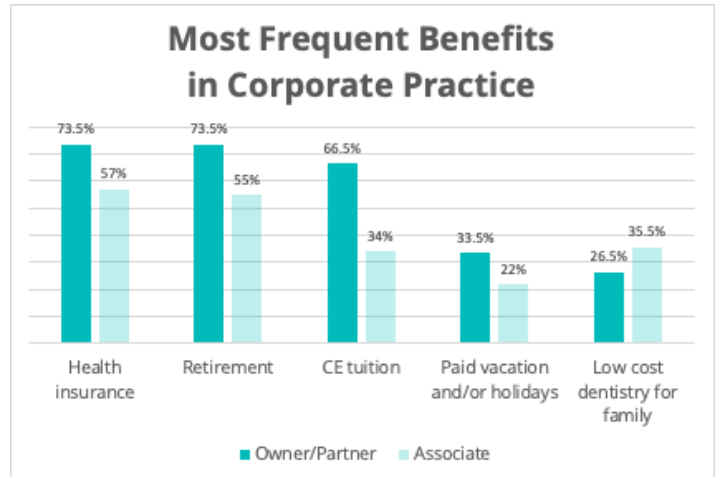
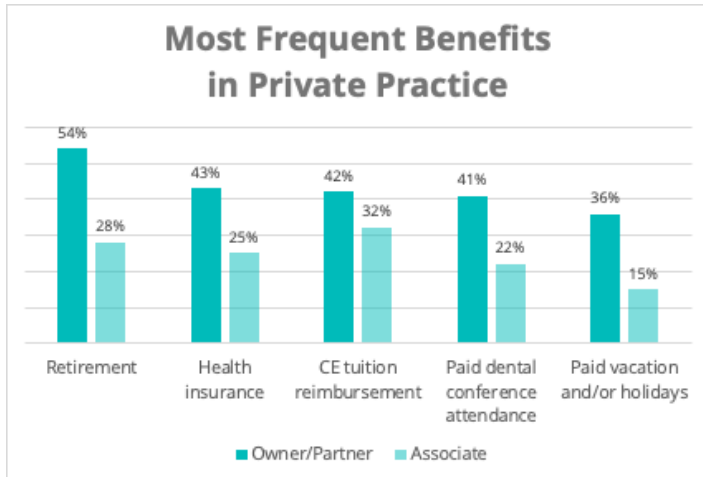
Benefits Dentists Receive

60% of dentists in corporate practices receive retirement and nearly 60% receive health insurance benefits. These are the two highest occurring benefits in private practices as well.



Benefits

Private Practice vs. Corporate



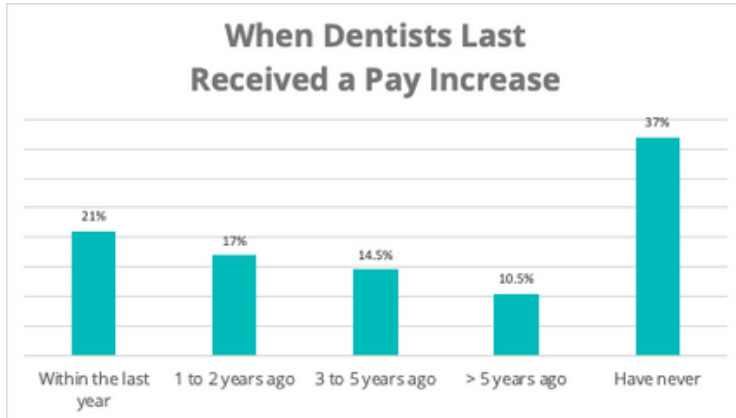
When the benefits are compared by position in the practice—owner/partner, employee dentist in a private practice, and employee dentist in a corporate practice, the results indicate a significantly greater percentage of employee dentists in corporate practices receive retirement and health benefits than associate dentists in private practice.

Associate/employee dentists in corporate practices are twice as likely to receive retirement and health benefits.

Pay Increases & Income Satisfaction

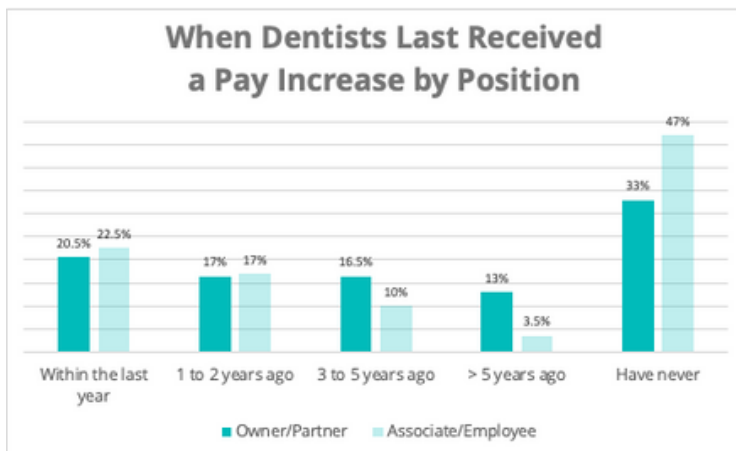
1 in 5 responding dentists received a pay increase within the last year.

- Over half of the respondents are "satisfied" or "very satisfied" with their income.
- The average income of the nearly 22% who indicated dissatisfaction with their income is below \$200,000.



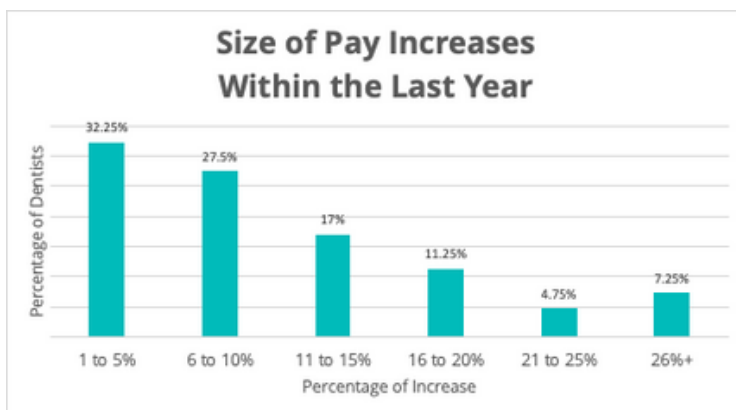
Percentage of responding dentists who received a pay raise in the last two years:

38% of responding dentists received a pay raise in the last two years.



Pay increases by position:

Comparing owner/partner dentists to associate/employee dentists, a greater percentage of owners and partners received increases than employee dentists.



How significant were dentists' pay increases in the last year?

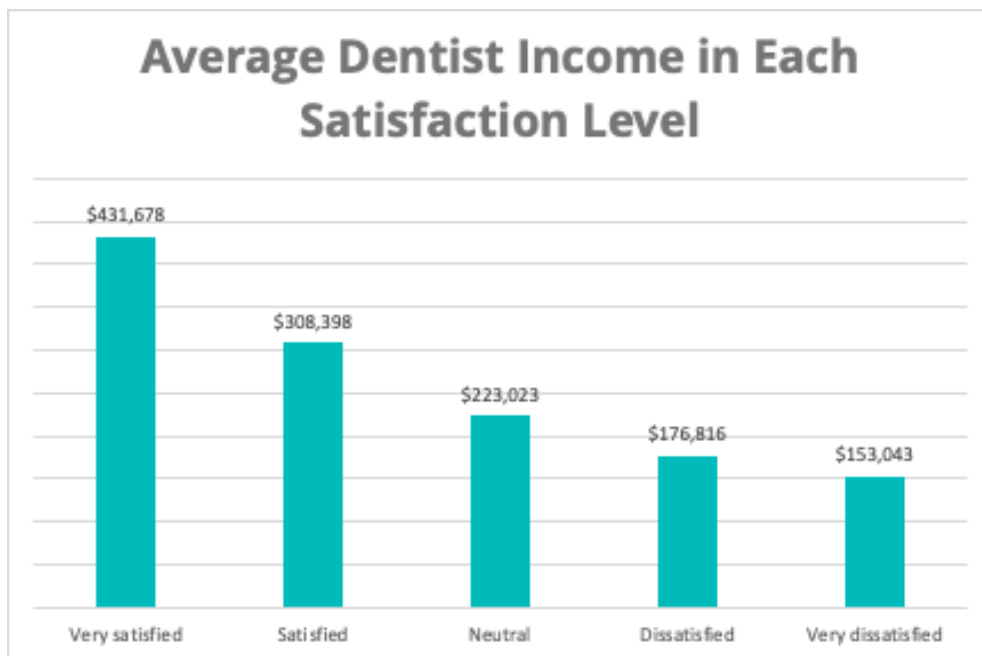
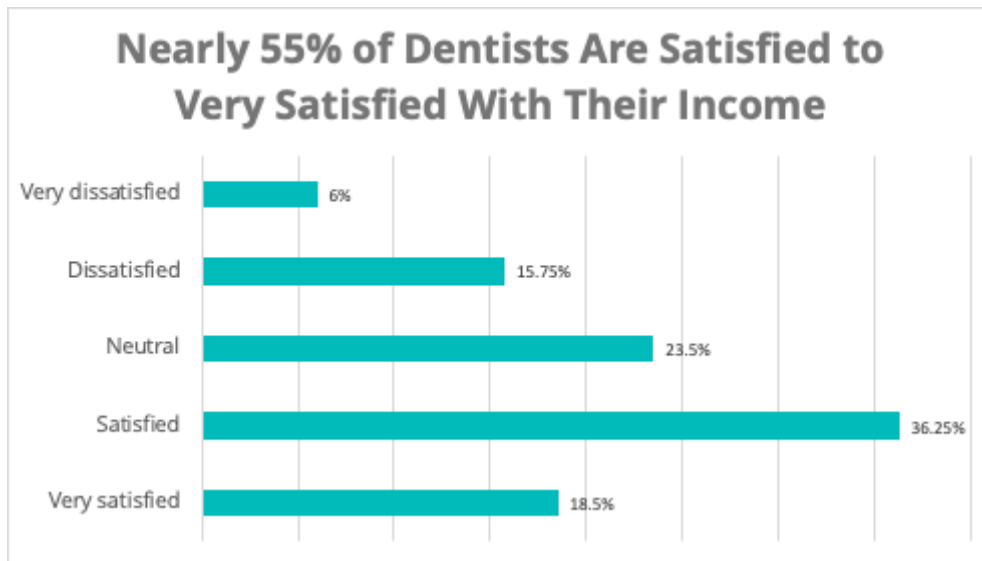
Of the 20% of dentists reporting an increase in pay over the last year, the size of the increase varied considerably. One third of the increases were in the range of 1% to 5%.

Pay Increases & Income Satisfaction

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How satisfied are dentists with their income?

DentalPost asked dentists to indicate their level of satisfaction with their total compensation in 2021:

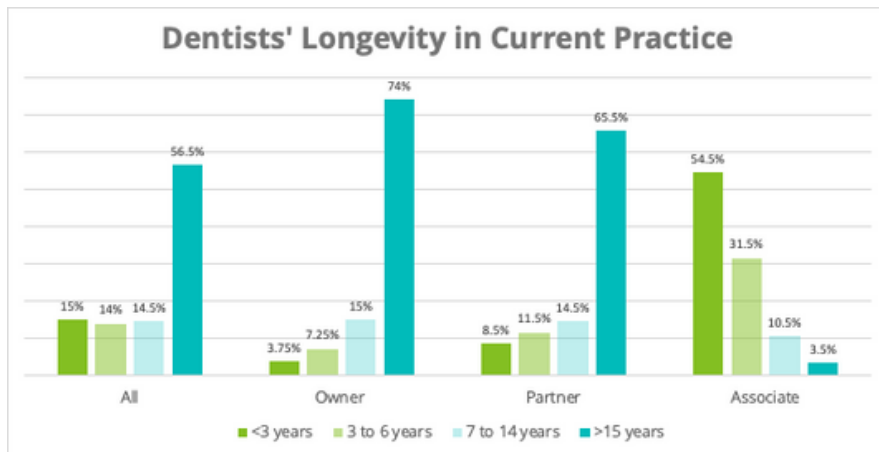


Job Turnover & Retirement

- 11% of all dentists planned to retire in the next 2 years.
- Within the next 12 months, 29% of associate/employee dentists intended to apply for a new job.

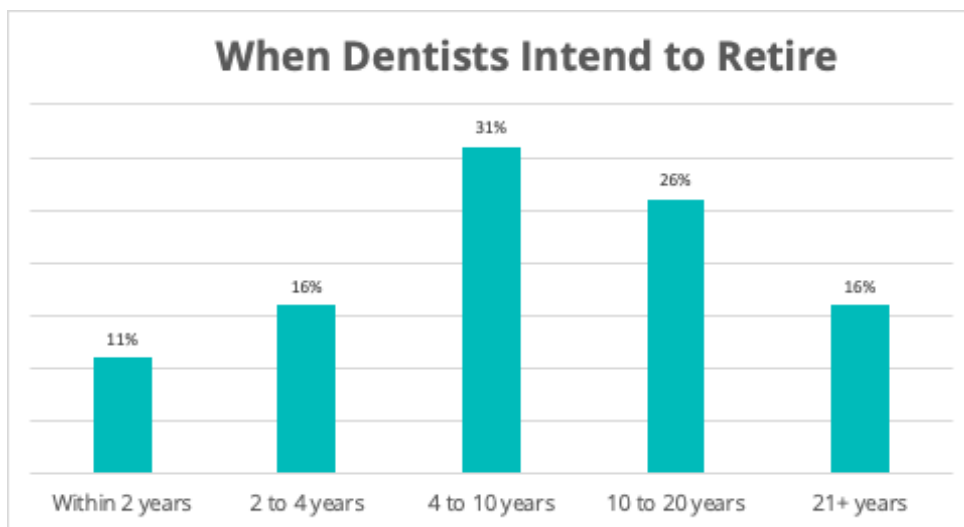
Dentist stability in current employment:

Fewer than 4% of associate/employee dentists have been with their current employer for more than 15 years. Less than 11% have been with their current employer for 7 to 14 years. Employee dentists transition in great numbers to their own practice or a new employer between 3 to 6 years in practice.



When do responding dentists plan to retire?

- 27% of dentists plan to retire in the next four years, and another 31% within 10 years.
- 20% of those who plan to retire in the next four years are currently under age 65.
- 25% of all dentists age 65+ plan to work another 5 to 10 years.



Job Turnover & Retirement

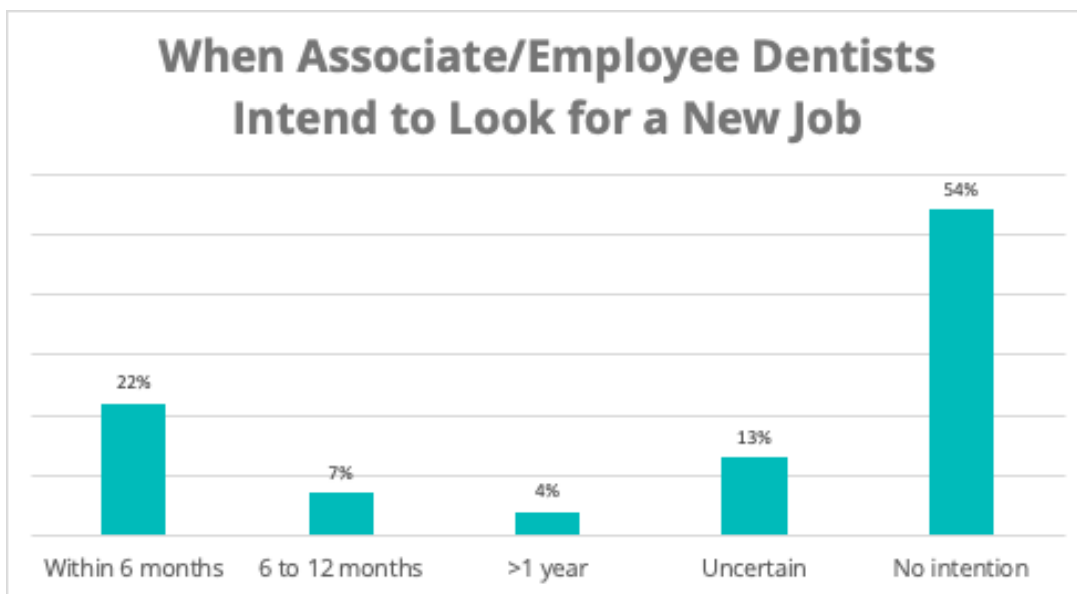
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How many employee dentists applied for a new job in the last year?

86% of respondents said they did *not* apply for a new job in the preceding 12 months. This number roughly matches the percentage who reported they worked in only one office in the last year.

How many employee dentists intend to look for a new job?

- 22% intend to look for a new job within 6 months
- 7% intend to look for a new job in 6 to 12 months
- 4% intended to look for a new job in more than a year
- 13% were uncertain
- 54% did not intend to look for a new job



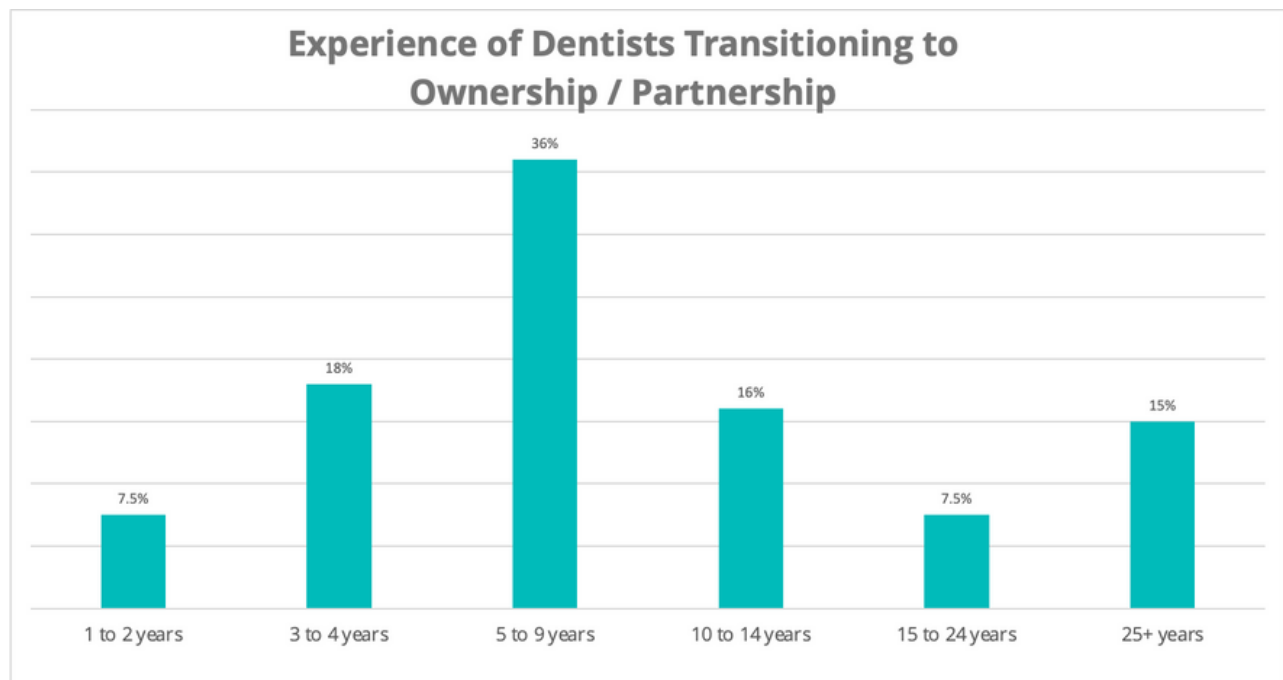
60.5% of those who plan to look for a new job in the next year are between the ages of 25 and 44.

Ownership & Partnership:

Associate Dentists Transition to Owner/Partner Status

Transitioning from associate dentist/employee dentist status to becoming an owner or partner in a dental practice occurs at all ages and years of experience in dental practice.

- Nearly 26% who reported they are currently transitioning had less than 5 years of experience.
- 54% of those who reported they are currently transitioning had 3 to 9 years of experience.



Survey Audience Demographics

Who Responded to DentalPost's 2021 Dentist Salary Survey?

In surveying dentists, DentalPost distinguished between owners or partners of dental practices and dentists who are associates or employee dentists. We also distinguished by age, whether they are general dentists or specialists, and the type of organization they work in (private practice, corporate practice, public health, community clinic, hospital, dental school, military clinic, prison clinic, and more).

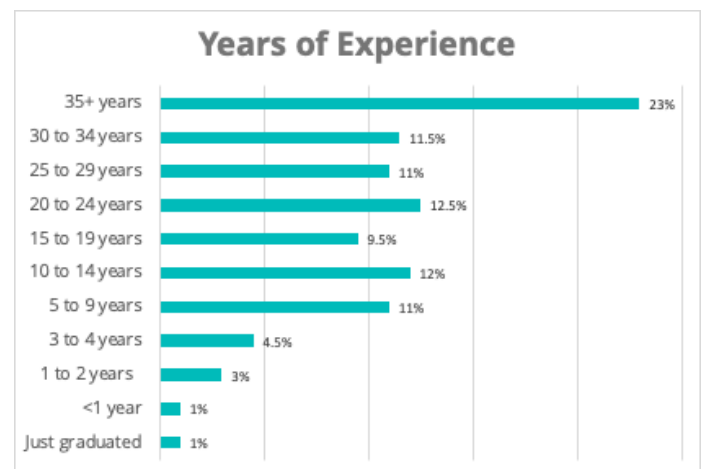
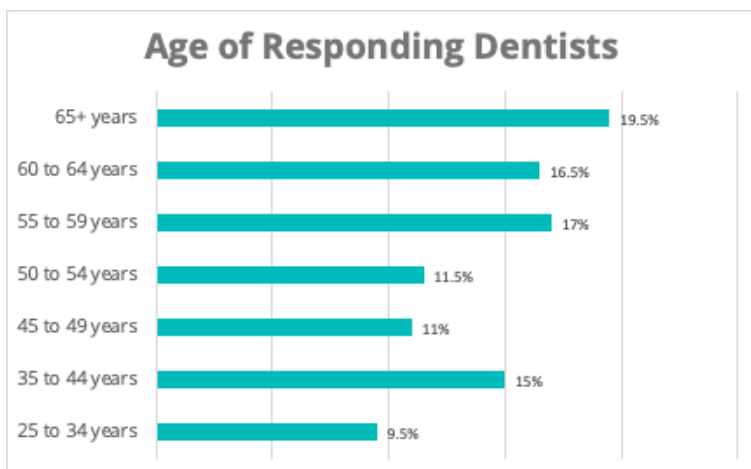
The survey revealed a broad range of incomes with a significant variance between income earned by general dentists who do implant procedures and those who do not. Dentists who said they are satisfied with their annual income reported a total income from clinical practice of over \$300,000.

When compared with ADA Health Policy Institute (ADA HPI) numbers, our respondents proportionally overrepresented the age groups 55-64 and 65+ by 16% and underrepresented the age groups <35 and 35-44 by 17%.

Our respondents roughly matched the percentages of female and male dentists in the U.S. as reported by the ADA HPI. They also roughly matched the percentages of dentists employed in private and corporate practices, and the racial/ethnic percentages reported by ADA HPI -- with the exception of Asians and Pacific Islanders.

Age & Experience

By age and experience, responding dentists fell into the following groups:

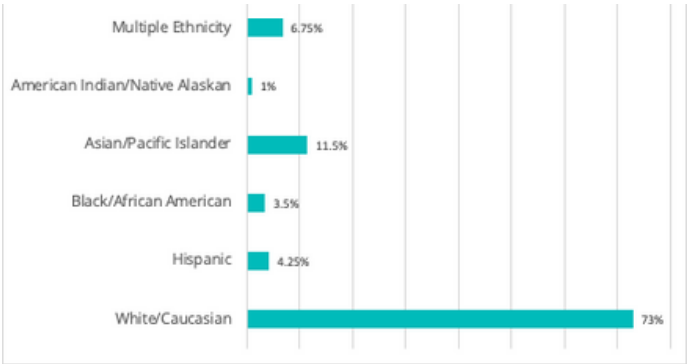


Survey Audience Demographics

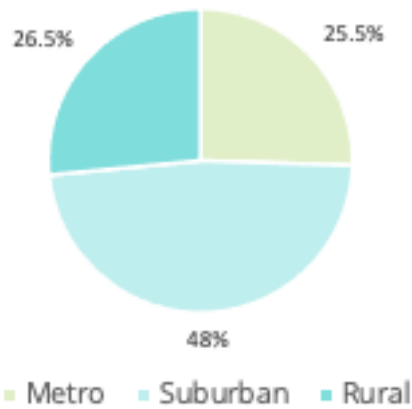
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Race / Ethnicity

Comparing survey results from the responding dentists to ADA HPI statistics for race and ethnicity, our respondents roughly match the percentages reported by the ADA HPI except for Asian/Pacific Islanders.

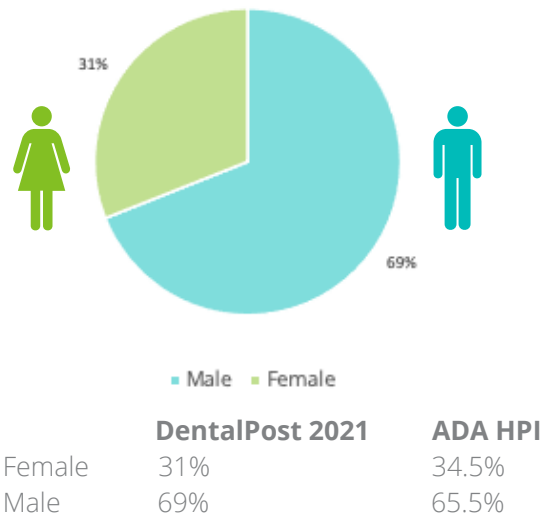


Size of Community Responding Dentists Live In:

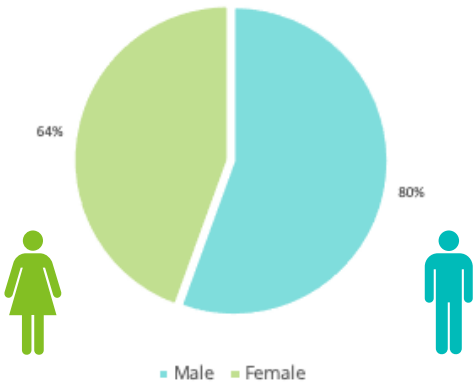


Gender

Our respondents roughly match the percentages of female and male dentists in the U.S. reported by the ADA Health Policy Institute (ADA HPI).



64% of the responding women dentists own or partner in a practice. 80% of responding male respondents own or partner in a practice.

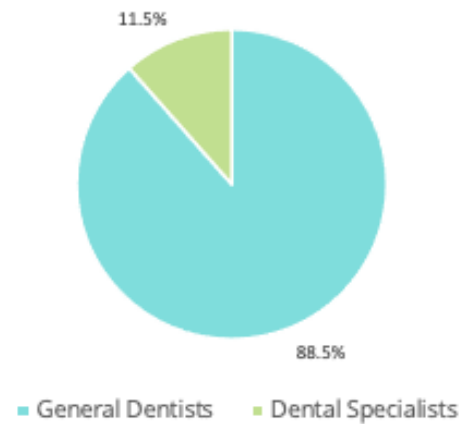


Survey Audience Demographics

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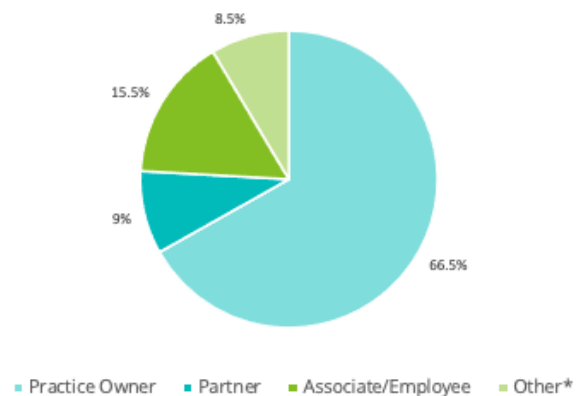
General Dentist vs. Specialist

88.5% of dentists who responded are in general practice. Dentists working in specialties are proportionally underrepresented by one half in our survey, compared with ADA HPI % of dentists who are specialists.



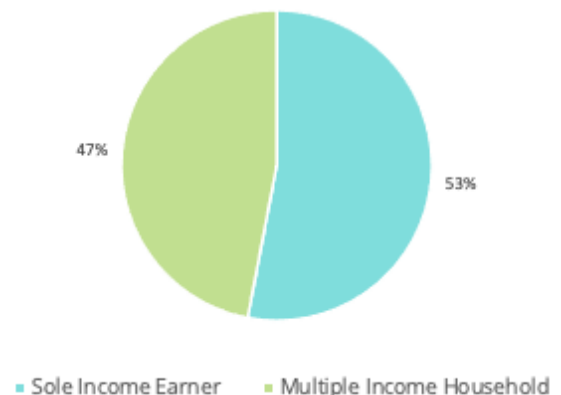
Practice Owner or Partner vs. Employee Dentist:

*In the "other" category are dentists who identified themselves as a dental resident, hospital dentist, dental educator, dental consultant, public health dentist, community clinic dentist, military clinic dentist, or school system employee.



Sole Income Earner

53% of responding dentists reported they are the sole income earner in their household. This is up 9% from last year's survey.





DENTAL HYGIENIST

2022

Salary Report



2022 RDH Salary Survey Report

TABLE OF CONTENTS

Report Summary & Highlights	3
Income	4 - 8
Practice Type / Size & Average Hours	9 - 13
Bonuses	14
Benefits	15 - 16
Pay Increases & Income Satisfaction	17 - 18
Job Turnover	19 - 20
Retirement	21
Survey Audience Demographics	22 - 23



Report Summary & Highlights

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From late July through early September 2021, DentalPost conducted the largest and most comprehensive dental professional salary survey of its kind, generating participation from more than 13,000 dental professionals nationwide. This report covers everything from compensation to work environments to the job turnover rate of dental hygienist respondents.

Key Highlights & Takeaways

There was a 25% increase in RDH participation over last year's survey. Despite the significant increase in respondents, we saw the exact proportions of respondents by age, gender, race/ethnic background, and type of geographic location as last year.

- In 2020, 75% of full-time dental hygienist salaries ranged from \$40,000 to \$80,000, with 33.5% of dental hygienists earning \$70,000+ annually and 15.5% earning over \$80,000+ annually.
- In 2021, 72% of the full-time dental hygienist salaries ranged from \$40,000 to \$80,000 with 43% of dental hygienists earning \$70,000+ annually and 21% of dental hygienists earning \$80,000+ annually.
- Dental hygienist income satisfaction rose 30% since last year's survey.
- Among those who indicated they are dissatisfied with their income, the median income is \$64,000, suggesting that it is not just the lowest paid dental hygienists unhappy with their income.
- Compared with last year's survey, conducted from August to September of 2020, there is a significant decrease in the percentage of dental hygienists who intend to apply for new jobs. Last year, 43% declared this intention, and this year only 17% did.

Income

Average & Median Income

State-by-State RDH Income

In the five highest-paying states and the District of Columbia, the average dental hygienist income varied from \$84,000 to \$109,750. In the five highest-paying states and the District of Columbia, the average dental hygienist income in each of these locations was in the range of \$84,000 to \$109,750. The highest paying locations are Washington D.C., Alaska, California, Washington, Maryland, and Nevada.

The following statistics reflect the total 2021 income reported by dental hygienists who work more than 30 hours a week.

\$80,000 +

	MEAN (AVERAGE)	MEDIAN*
Washington D.C.	\$109,750	\$124,000
Alaska	\$93,500	\$76,000
California	\$89,635	\$89,000
Washington	\$88,441	\$90,000
Maryland	\$85,957	\$82,000
Nevada	\$84,056	\$80,000

\$70,000 - 79,000

	MEAN (AVERAGE)	MEDIAN*
Hawaii	\$78,500	\$76,000
Oregon	\$77,677	\$80,000
Virgin Islands	\$76,667	\$75,000
Colorado	\$75,627	\$58,000
Massachusetts	\$75,447	\$75,000
New Hampshire	\$75,284	\$75,000
Virginia	\$75,168	\$75,000
New Mexico	\$74,419	\$72,000
Vermont	\$74,261	\$76,000
Montana	\$74,010	\$70,000
Oklahoma	\$73,899	\$75,000
South Dakota	\$73,262	\$70,000
New Jersey	\$72,390	\$70,000
New York	\$72,376	\$70,000
Connecticut	\$72,073	\$63,000
Louisiana	\$71,710	\$68,500
Arizona	\$70,577	\$70,000

\$60,000 - 69,000

	MEAN (AVERAGE)	MEDIAN*
Texas	\$69,882	\$70,000
Minnesota	\$69,559	\$69,000
Nebraska	\$69,192	\$68,000
Illinois	\$69,055	\$70,000
Missouri	\$68,301	\$65,000
North Dakota	\$68,000	\$65,000
Georgia	\$66,580	\$65,000
North Carolina	\$65,327	\$65,000
Delaware	\$67,300	\$69,000
Wisconsin	\$65,025	\$63,000
Florida	\$64,286	\$62,000
Indiana	\$63,665	\$60,000
Idaho	\$63,133	\$65,000
Arkansas	\$62,912	\$65,000
Iowa	\$62,786	\$56,000
Ohio	\$62,147	\$60,000
South Carolina	\$61,933	\$62,000
Kansas	\$61,869	\$65,000
Tennessee	\$61,473	\$60,000
Maine	\$61,183	\$64,000
West Virginia	\$60,916	\$55,000
Utah	\$60,605	\$68,000

\$40,000 - 59,000

	MEAN (AVERAGE)	MEDIAN*
Rhode Island	\$59,154	\$59,000
Pennsylvania	\$58,786	\$60,000
Michigan	\$58,350	\$57,800
Kentucky	\$54,896	\$55,000
Mississippi	\$54,330	\$53,000
Wyoming	\$54,190	\$59,904
Alabama	\$44,792	\$40,000
Puerto Rico	\$40,000	\$40,000

***50% of respondents in the state earn this income or more.**

Income

Dental Hygienists' Average & Median Income (Continued...)

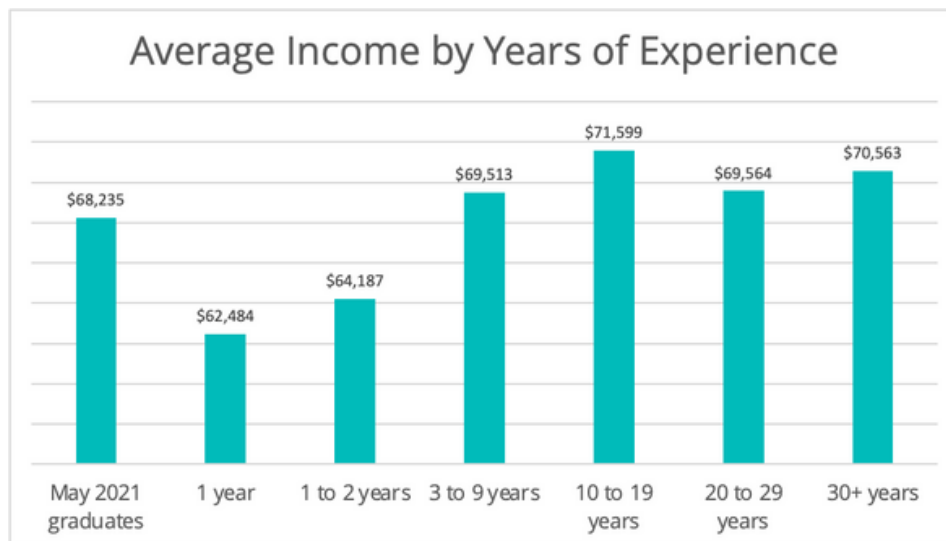
National RDH Income

- **Hourly Wage:** The national average hourly wage for dental hygienists responding to our 2021 survey is \$38.
- **Average Income:** The national average total income for dental hygienists responding to our 2021 survey is \$70,067.
- **Median Income:** Half of all RDHs earn \$70,000 or more.

Average Income Based on Experience

The glass ceiling is a concern for dental hygienists as they advance through their careers. Interestingly, we learned that the top earners are dental hygienists with 10 to 19 years of experience. Their average income is \$71,599.

New dental hygienists who graduated in May of 2021 earn more than hygienists hired in the two prior years.



The top earners are dental hygienists with 10 to 19 years of experience. Their average income is \$71,599.

Income

Dental Hygienists' Average & Median Income (Continued...)

Why do RDHs with 20+ years of experience earn less than those with less experience?

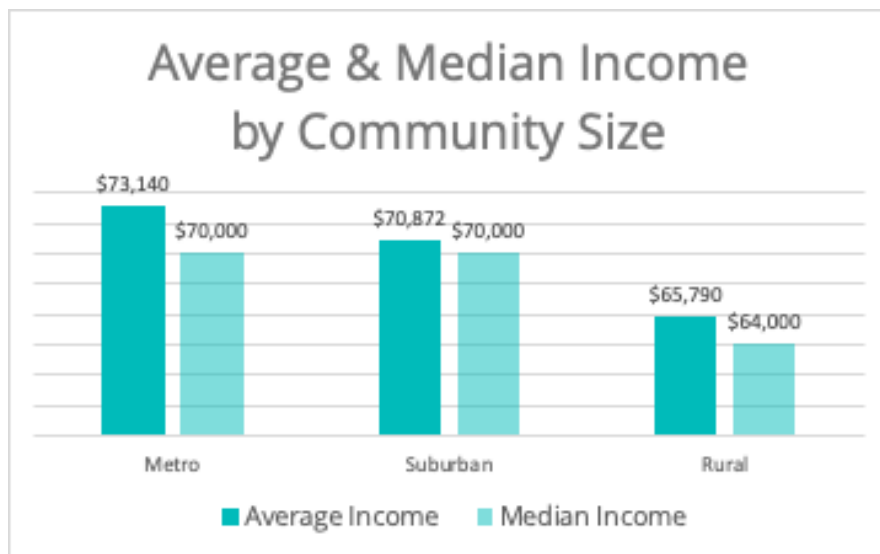
Hygienists with 20-29 years of experience make less than those who started their careers in the preceding decade and the following decade. These hygienists are not working fewer hours on average compared with other experience groups.

Starting wages can have a lifetime impact on income. When those with 20 to 29 years of experience began their careers, economic conditions could have given them a lower start. There was a sharp slowdown in the economy in 1995. The economy started to pick up in 1996, 1998 was better, and then the recession of 2001 hit and kept unemployment stubbornly at 5% that year.

Income by Location Type

The median income for full-time dental hygienists in metropolitan and suburban communities is \$70,000. The median income for full-time dental hygienists in rural areas is \$64,000.

Dental hygienists working in metropolitan communities are paid somewhat more than in suburban communities. The greatest disparity occurs in rural communities. The 2021 average and median income numbers follow for RDHs who work more than 30 hours a week.



Income

Dental Hygienists' Average & Median Income (Continued...)

Income by Employment Type

The following income numbers are based on the reported total income of responding dental hygienists who work more than 30 hours a week.

	AVERAGE INCOME	MEDIAN*
General Private Practice	\$68,939	\$66,500
Corporate Practice	\$73,758	\$73,000
Specialist Private Practice	\$67,868	\$68,000
Public Health	\$71,748	\$71,000
Community Clinic	\$79,224	\$75,000
Military	\$79,572	\$85,000
Hospital	\$71,690	\$75,000
University	\$64,133	\$68,000
Prison	\$66,917	\$66,000
Public Schools	\$67,150	\$68,000
Mobile Clinic	\$59,333	\$58,000
All Other	\$71,103	\$71,000

**Half of the RDHs in this type of employment reported an income equal to or greater than the median income for their employment type.*

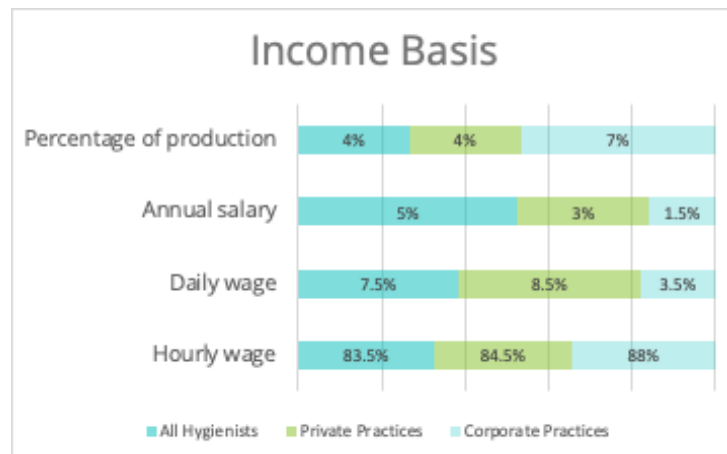
Income

How RDHs are paid.

One of the new questions we asked this year is whether dental hygienists are paid for no-shows or open appointments in the middle of the day. A majority (92%) of respondents said they are paid their full wage for no-shows and open appointments.

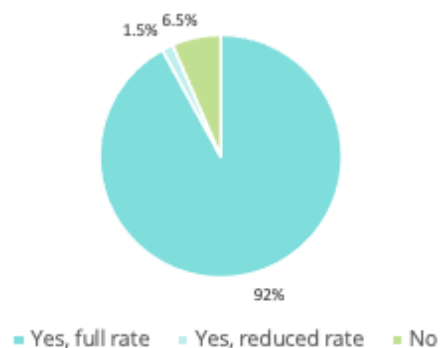
How dental hygienists are paid:

- The vast majority of respondents (84%) said their principal dental income is based on an hourly wage.
- There has been a decrease in the percentage whose income is based on a percentage of production. This is most significant in corporate practices, where the percentage dropped to 7% from 19% one year ago.
- There has been an increase in the percentage of RDHs who are paid a daily wage.



Are hygienists getting paid for no shows or open appointments?

- 92% of RDH are paid their full rate for no shows and open appointments in the middle of their day.
- 1.5% are paid a reduced rate for no shows and open appointments.
- 6.5% receive no compensation for no shows and open appointments.

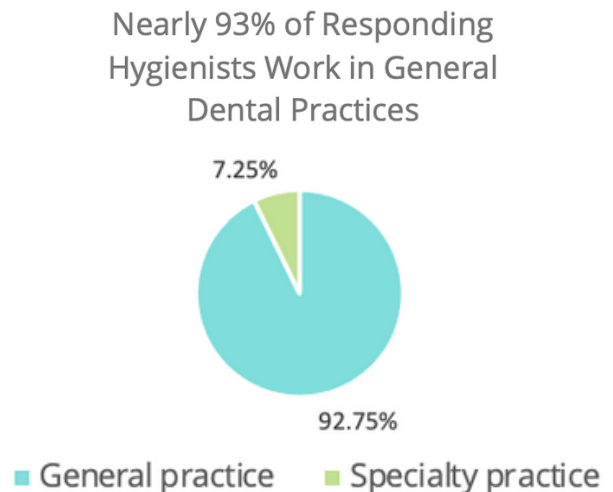
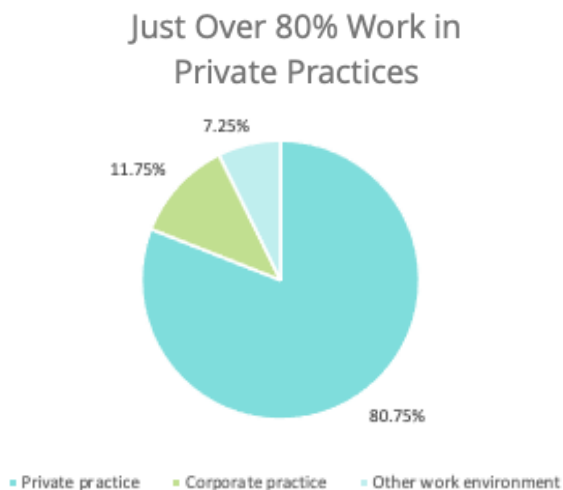


Practice Type / Size & Hours

Types and Sizes of the Dental Practices, Average Working Hours

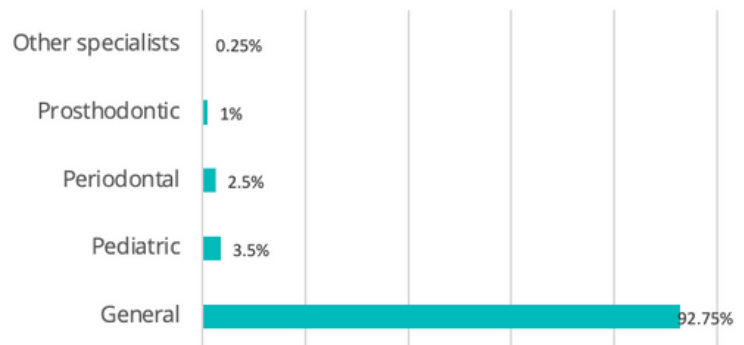
What types of dental practices do RDHs work in?

- A greater percentage of hygienists in each age group are working in corporate dental practices.
- Nearly 93% work in general practice dental offices.
- Nearly 81% work in private practices (general or specialty), 12% in corporate dental practices, and 7% in other clinical settings such as public or community health programs.
- The number of RDHs working in corporate practices is 12% in 2021, compared with 8% in 2020.



Responding Dental Hygienists in General Dental Practices Compared to Specialty Practices

- General 92.75%
- Pediatric 3.5%
- Periodontal 2.5%
- Prosthodontic 1%
- Other Specialists .25%



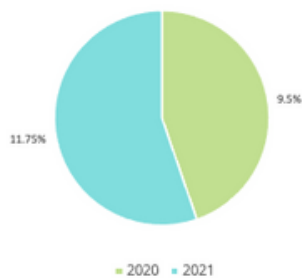
Practice Type / Size & Hours

Types and Sizes of the Dental Practices, Average Working Hours (Continued...)

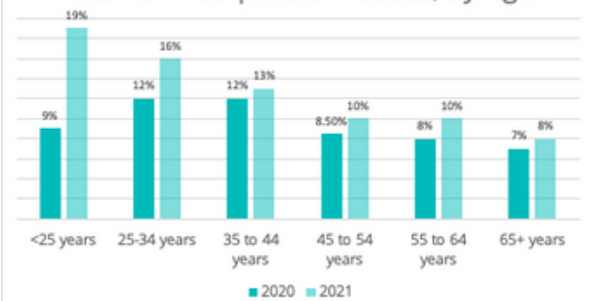
Growth of RDHs in Corporate Practices

There has been growth in the percentage of respondents who work in corporate dental practices this year compared with the previous year's survey results. This growth occurred in all age brackets.

Year-Over-Year Comparison of RDHs Who Work in Corporate Practice



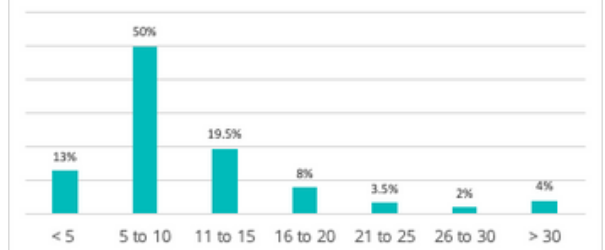
Year-Over-Year Comparison of RDHs in Corporate Practice, by Age



How big are the dental clinics they work in?

- 50% of RDHs work in dental practices with 5 to 10 team members.

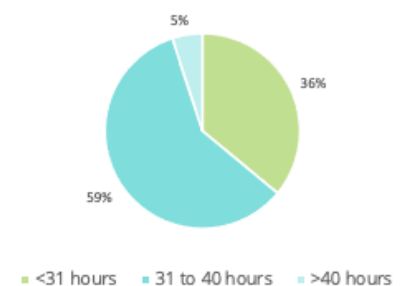
Staff Size of the Practices They Work in



How many hours do dental hygienists work?

- 36% of RDHs work less than 31 hours a week.
- 59% of RDHs work 31 to 40 hours a week.
- 5% work more than 40 hours a week.

Average Hours Per Week



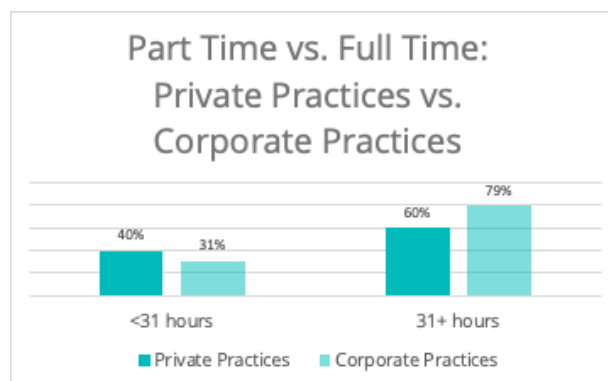
Practice Type / Size & Hours

Types and Sizes of the Dental Practices, Average Working Hours (Continued...)

Full vs. Part Time RDHs

There is a variance between private dental practices and corporate dental practices with a significantly greater percentage of the RDHs in corporate practices working full time.

- 79% of dental hygienists in corporate practices work more than 31 hours a week.
- 60% of dental hygienists in private practices work more than 31 hours a week.



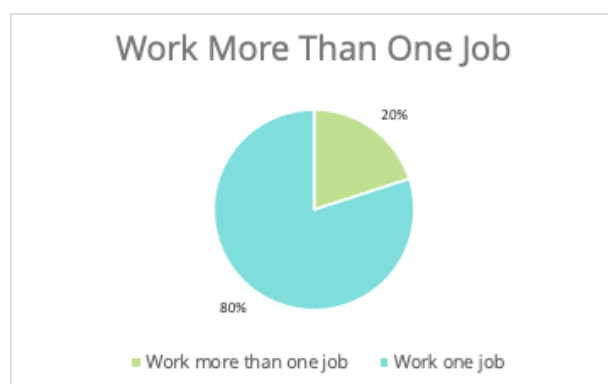
Are dental hygienists happy with their hours?

- 4.5% of RDHs would like to work more hours.
- 26.5% of RDHs would like to work fewer hours.
- 61.5% are satisfied.
- 7.5% are not sure.



How many dental hygienists work multiple jobs?

- 20% work multiple jobs.
- 10% earn income from non-clinical side gigs.
- 10% earn income from clinical side gigs.
- Around 40% of the gig workers are Gen Y millennials (25 to 40 years old).
- Around 30% of the gig workers are Boomers (55+ years old).



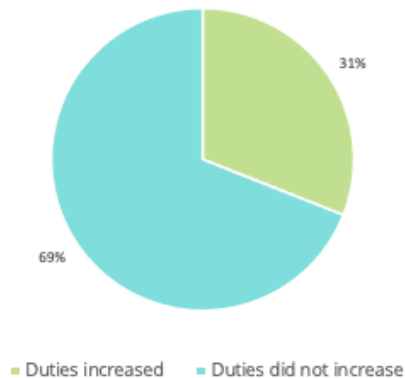
Practice Type / Size & Hours

Types and Sizes of the Dental Practices, Average Working Hours
(Continued...)

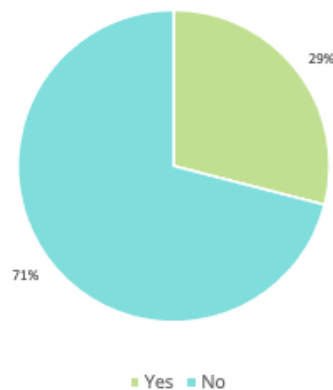
Additional Duties Related to COVID-19

- 31% of RDHs indicated their duties had been increased due to the pandemic, and 69% indicated their duties had not been increased.
- Of those who reported doing more, 29% said they are being compensated for the additional COVID-19 related duties.

Did Their Duties Increase Due to the Pandemic?



Was Pay Increased to Compensate for Increased Duties?

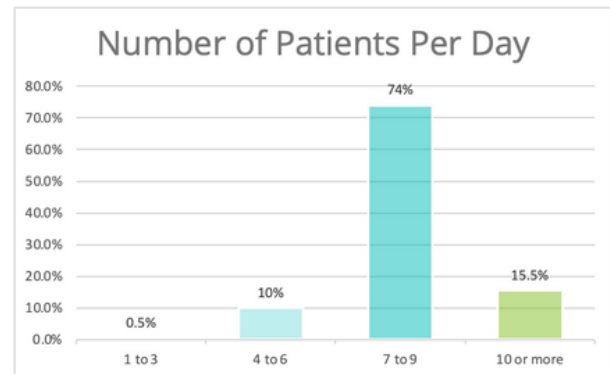


Practice Type / Size & Hours

Types and Sizes of the Dental Practices, Average Working Hours
(Continued...)

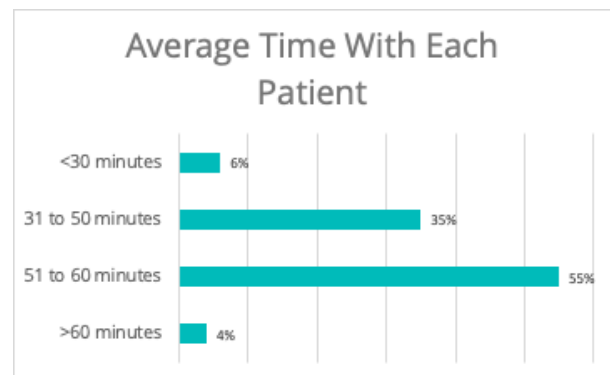
How many patients do dental hygienists see a day?

The vast majority (74%) see between 7 and 9 patients a day.



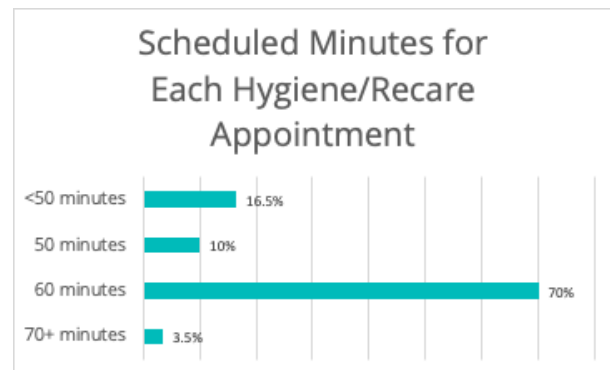
How many minutes do dental hygienists spend on average with each patient?

- 4% spend more than 60 minutes.
- 55% spend between 51 and 60 minutes.
- 35% spend 31 to 50 minutes.
- 6% spend less than 30 minutes, and the majority of these hygienists are employed in pediatric practices.



How many minutes are RDH scheduled for each hygiene/recare appointment?

- 16.5% said less than 50 minutes.
- 10% said 50 minutes
- 70% said 60 minutes.
- 3.5% said 70+ minutes.



Variance in time spent with patients in private & corporate practices:

The variance is slight; 6% more RDHs in private practices spend more than 50 minutes with each patient.

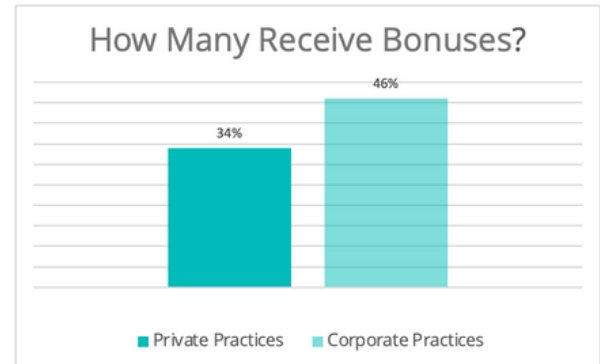
Bonuses

Insights into RDH bonuses in 2021

Comparing Private vs. Corporate Practice

Five out of six dental hygienists responded to questions about income bonuses.

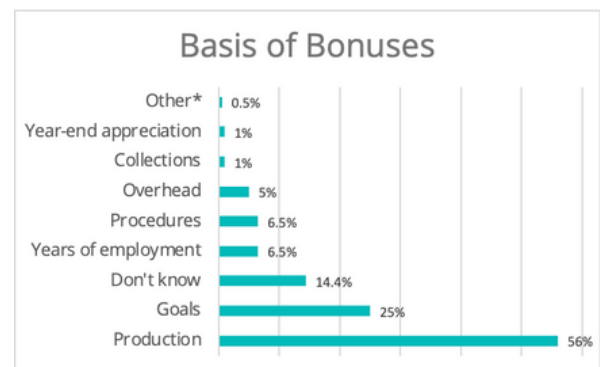
Nearly 35% of responding dental hygienists receive bonuses. There is a disparity between private and corporate practices, with 46% of RDHs reporting they receive bonuses in corporate practices compared with 34% in private practices.



Basis of Bonuses

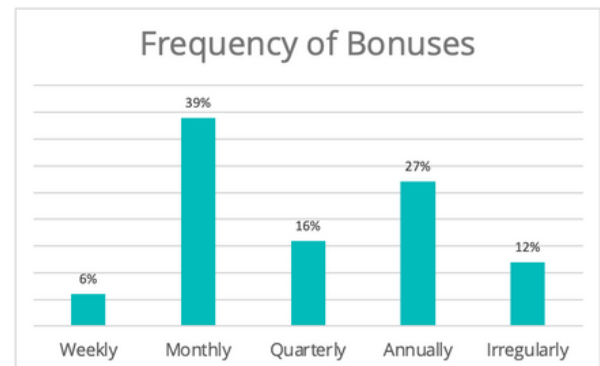
Over half of bonuses are based on production. Some respondents indicated more than one basis because they receive more than one type of bonus.

**Other included end-of-year profit sharing or holiday gifts, Saturday hours, new patient referrals, product sales, patient retention, appreciation*



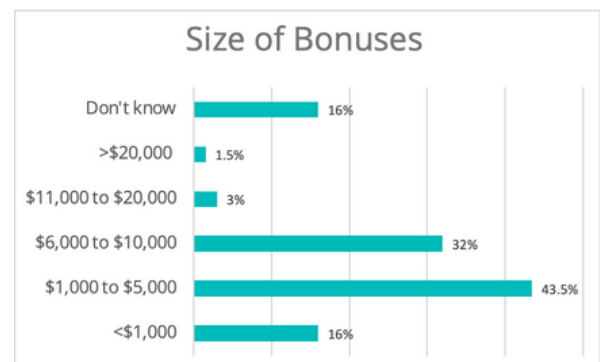
Frequency of Bonuses

Most dental hygienists who receive bonuses reported they receive them monthly or annually.



Expected Bonuses in 2021

44% anticipated their bonuses to total \$1,000 to \$5,000 in 2021.

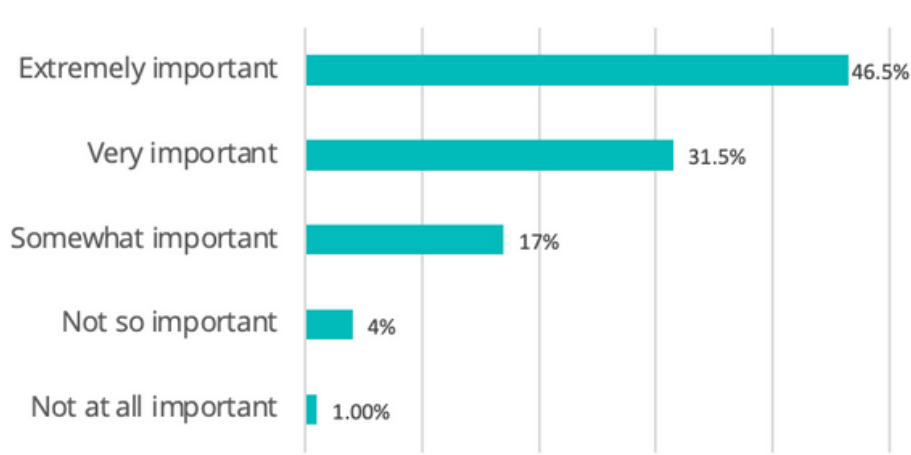


Benefits

Insights Into Dental Hygienists' Benefits in 2021

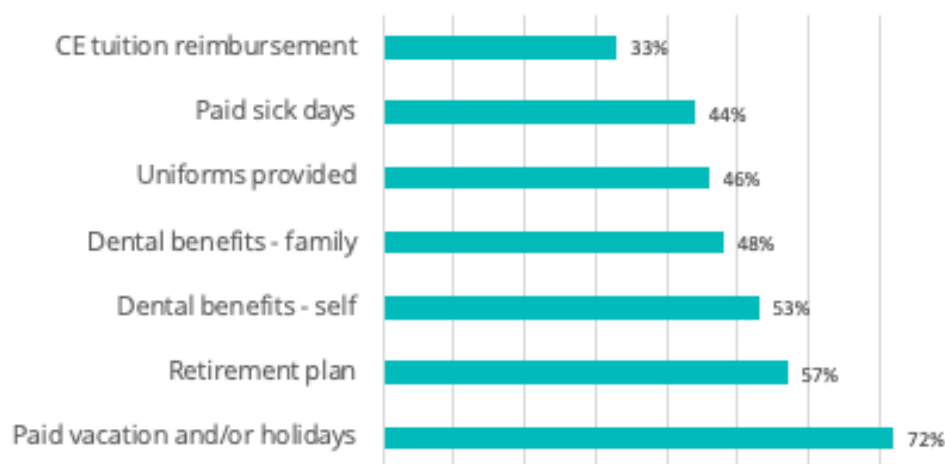
Importance of Benefits to RDHs

Nearly half of responding dental hygienists said employee benefits are extremely important to them, and only 5% said they were not important to them. Only 6.5% said they do not receive one or more employee benefits, although the health benefits they say they want are provided to just over 30% of dental hygienists.



78.5% said benefits are very to extremely important.

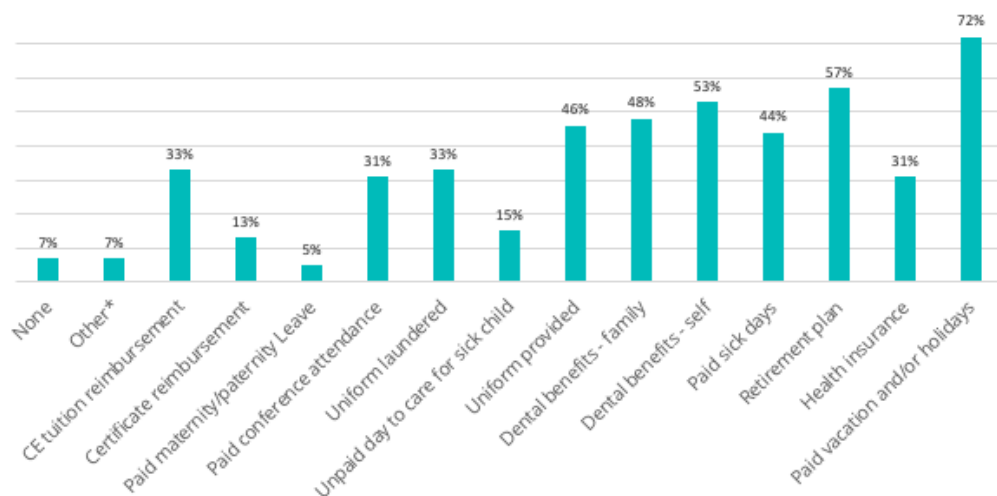
Top 7 Benefits RDHs Receive



Benefits

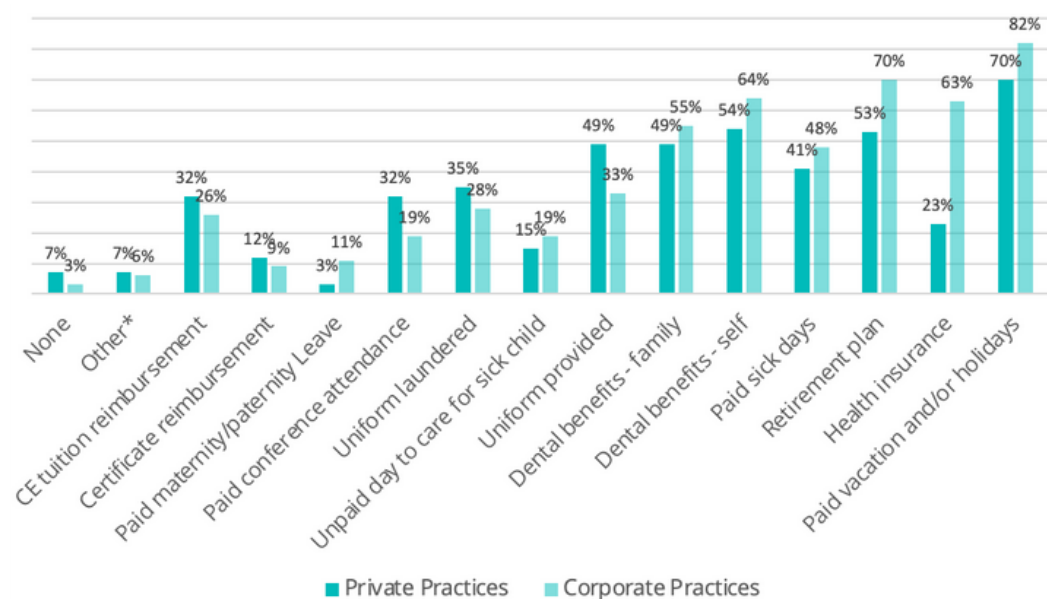
Insights Into Dental Hygienists' Benefits in 2021 (Continued...)

The Benefits Hygienists Receive



The Benefits of Private vs. Corporate Dental Practices

Looking at which benefits dental hygienists receive, there is a difference between those who work in corporate offices and those who work in private practices. Hygienists are 2.7x more likely to receive health insurance benefits in corporate dental organizations.

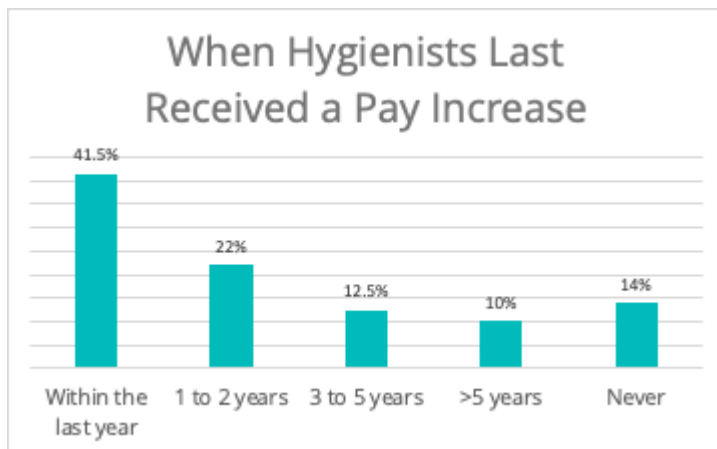


*"Other" includes vision benefits and free dental care for self and family.

Pay Increases & Income Satisfaction

Most hygienists received pay raises in the last two years. Compared with past years, more dental hygienists say they are “very satisfied” with their total income.

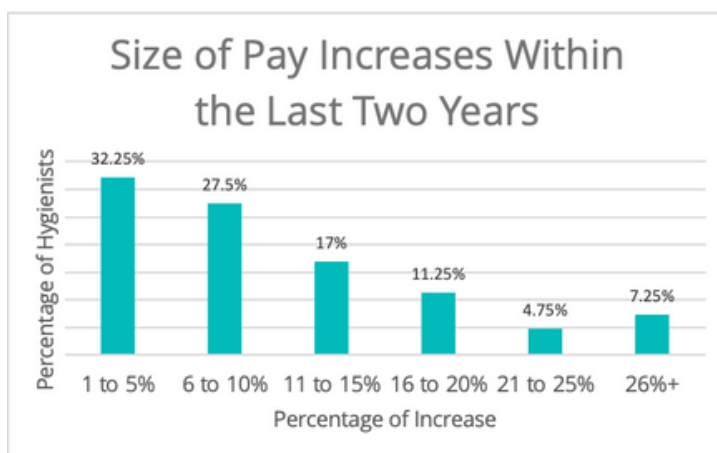
In 2021, 72% of full-time dental hygienist salaries ranged from \$40,000 to \$80,000 with 43% of RDHs earning \$70,000+ annually and 21% of RDHs earning \$80,000+ annually. That’s an increase of 10% more RDHs earning \$70,000+ and 5% more RDH earning \$80,000+ annually.



How many dental hygienists had a pay increase in the last year?

We asked the survey audience when they received their last pay raise. Just over 40% said their last raise was within the prior 12 months. Another 22% said their raise was in the last 1 to 2 years.

14% of dental hygienists said they have never received a pay increase. This group of respondents represented not just young RDHs but also hundreds of RDHs who have worked 10 to 30+ years.



How big were dental hygienists’ pay increases in the last two years?

Just over 32% of dental hygienists who have received a raise in the last two years reported an increase of 1 to 5%.

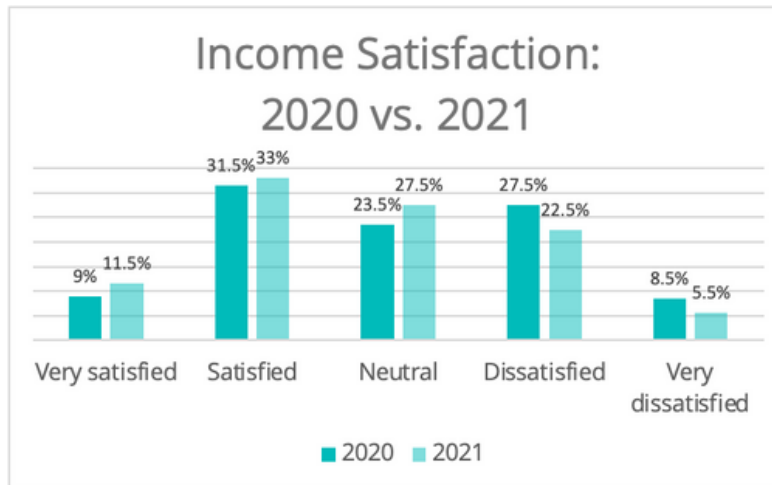
27.5% reported an increase of 6 to 10%.

Pay Increases & Income Satisfaction

(Continued...)

How satisfied are dental hygienists with their income?

We asked the survey audience how satisfied they are with their total income. In the following two charts that compare satisfaction a year ago (2020) with this year's survey results (2021), the "very satisfied" percentage increased and the "very dissatisfied" percentage decreased.



In 2021, the percentage of dental hygienists who were "satisfied" with their income increased significantly when total income exceeded \$70,000+.



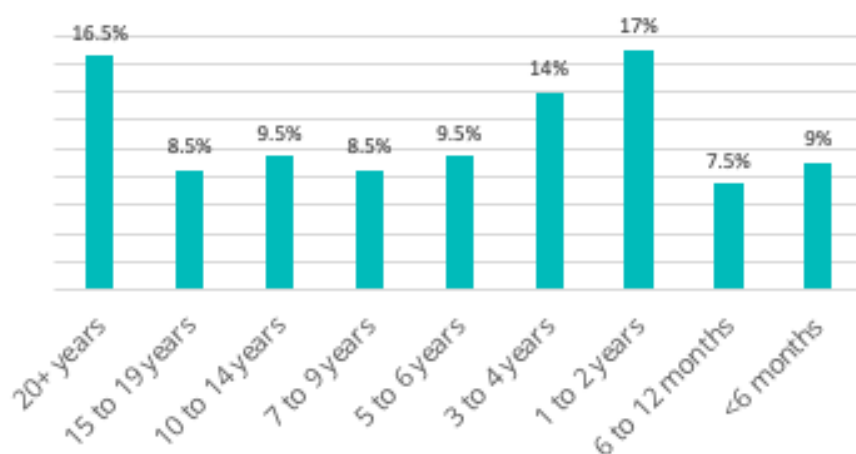
Job Turnover

Compared with the 2020 survey, there is a significant decrease in the percentage of dental hygienists who intend to apply for new jobs. Last year, 43% declared this intention, and this year 17% did. In the “open comments” section of the survey, respondents entered hundreds of comments that shed light on why those who are planning to look for a new job are dissatisfied with their current jobs.

To understand the percentage of turnover, we asked questions related to longevity in their current position, the number of new jobs they applied for in the last year, and their plans to apply for new jobs in the future.

Longevity in Current Position

- 9% of the respondents have been with their current employer for less than 6 months.
- 33.5% have been with their current employer for less than 3 years.
- 16.5% have been with their current employer for more than 20 years.



Recent Job Search Activity

Almost a third of dental hygienists said they applied for a new job in the prior year but not all of them moved to a new job.

- 29% of the respondents reported they applied for one or more new jobs in the 12 months prior to taking the survey. Because 18% reported they have been with their current employer less than one year, it seems 11% decided to stay where they were.
- Two out of three of the job seekers applied for 1 or 2 jobs. One out of three applied for 3+ jobs.

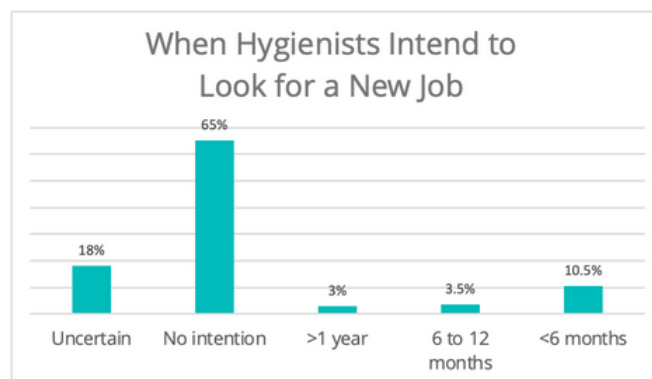
Job Turnover

(Continued...)

Intention to Look For a New Job

Five out of six RDHs responded to the question: “Do you intend to look for a new job?”

- 14% indicated they **do intend** to look for a new job within the next year. An additional 3% said they plan to do so in more than one year.
- 18% **are uncertain** if they will look for a new job.
- 21.5% of RDHs **in corporate practices** intend to look for a new job within one year.
- 12.5% of RDHs **in private practices** intend to look for a new job within one year.



Job Search Motivations

In the 2021 survey, hundreds of respondents made open comments about their job satisfaction. Although none of the respondents said they would leave their careers and some said they are very happy, hundreds registered dissatisfaction with one or more aspects of their current jobs.

Feeling underpaid continues to be the top dissatisfier, year after year. Nearly one in four said time constraints, new practice owners, and new practice policies are interfering with their ability to do their best work. The chart to the right represents a breakdown of comments by sentiment.



**Practice management changes and time constraints are interfering with their ability to do their best work.*

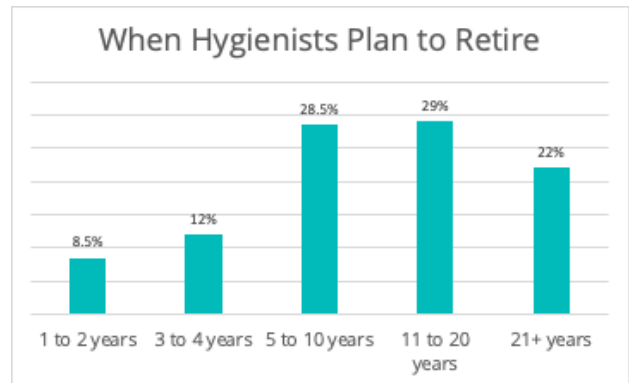
Retirement

Retirement Forecast

Our survey results indicate that dental hygienists plan to retire at a rate of about 10% every two years. This means that close to 50% of today's working dental hygienists will retire within the next 10 years. A full 92% of those who are 55 or older say they plan to retire in the coming decade. Among those who are now 65 or older (6% of our survey audience), 42% plan to continue working for at least another two years.

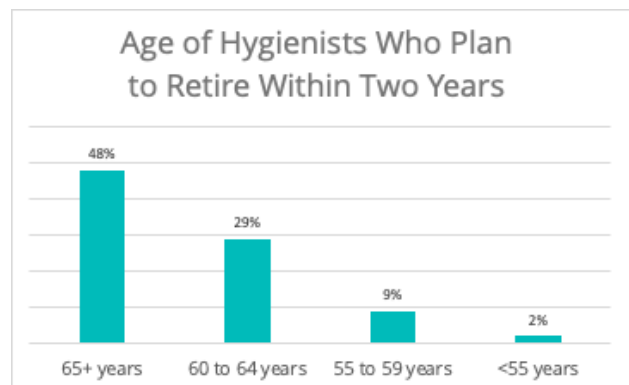
Nearly half of the survey audience plans to retire within the next 10 years, at a rate of about 10% every two years.

- 8.5% plan to retire within 2 years.
- 20% plan to retire within 4 years.
- 49% of RDH plan to retire within the next decade.



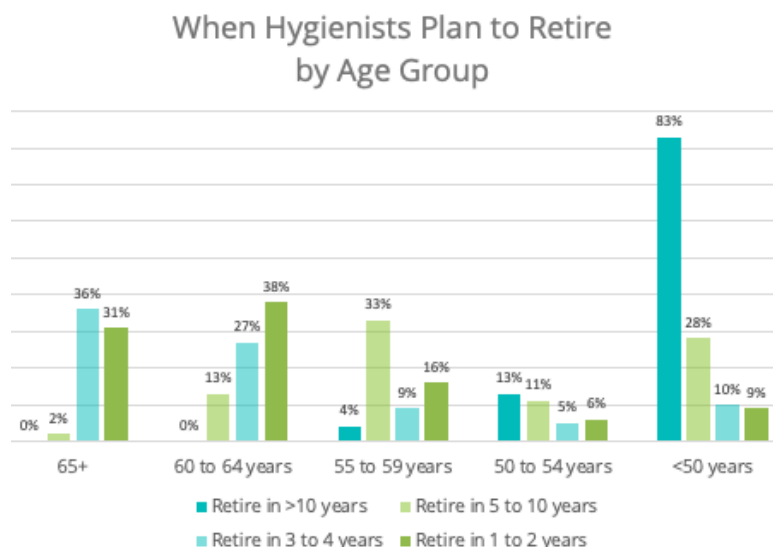
Years to Retirement

The retiring RDHs, who are 55+ years of age, represent 27% of all RDH respondents, and 92% of them plan to retire within the next decade.



Retirement Plan by Age Group

Dental hygienists, who are age 65+ represent nearly 6% of our survey audience. It's interesting to note that 36% of dental hygienists who are age 65+ plan to work beyond age 67, and 2% of dental hygienists who are age 65+ anticipate extending their work years beyond age 70.



Survey Audience Demographics

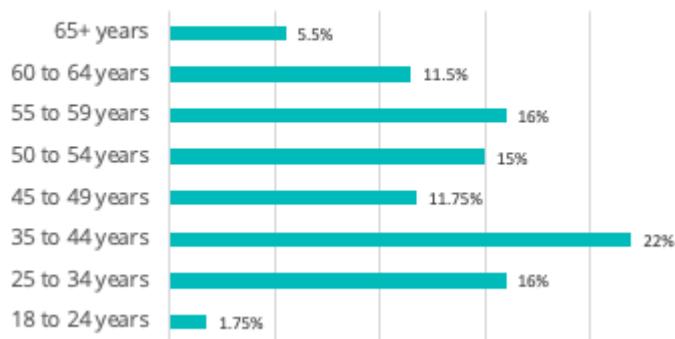
Who Responded to DentalPost's 2021 RDH Salary Survey?

Every state and the District of Columbia were represented by the dental hygienists who responded to DentalPost's 2021 Salary Survey. Demographic information follows and remains largely consistent with the previous year's survey report.

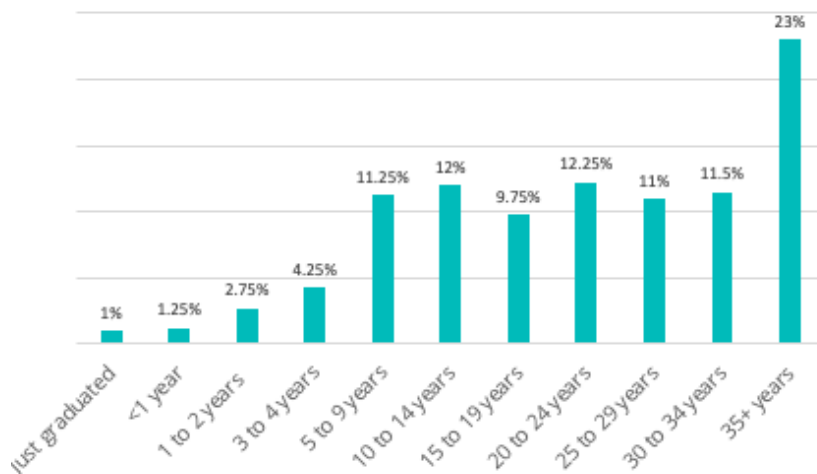
Age & Experience

By age and experience, responding hygienists fell into the following groups:

Age of Responding Hygienists



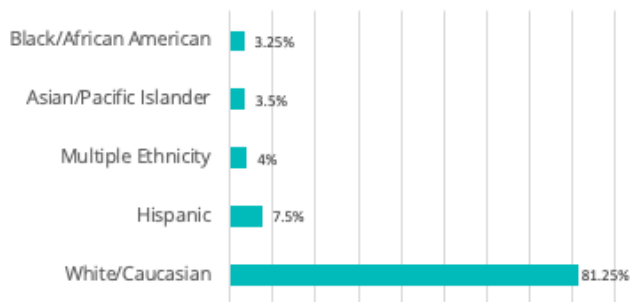
Years of Experience



Survey Audience Demographics

(Continued...)

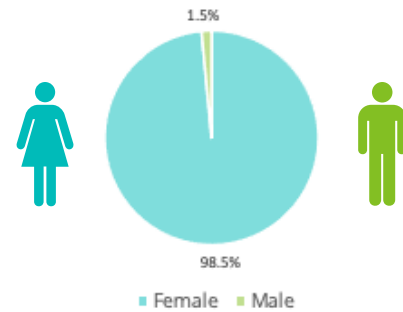
Race / Ethnicity



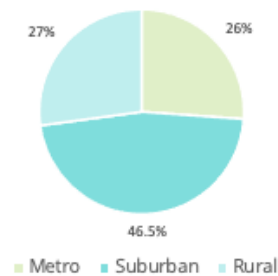
For comparison, here are the latest Race/Ethnicity percentages in the U.S. population, according to the U.S. Census Bureau:

- 60% White alone, not Hispanic
- 18.5% Latino/Hispanic alone
- 13.4% Black or African American alone
- 5.9% Asian alone
- 2.8% Two or more races
- 1.3% American Indian/Alaskan Native
- .2% Hawaiian/Pacific Island

Gender



Size of Community Responding RDHs Live In:



Sole Income Earner

27% of responding RDHs are the sole income earner in their household, compared with 73% in joint income households.





DENTAL ASSISTANT

2022

Salary Report



2022 Dental Assistant Salary Survey Report

TABLE OF CONTENTS

Report Summary & Highlights	3
Practice Size & Average Hours	4
Workplace Satisfaction & Responsibilities	5
Income	6 - 9
Bonuses	10 - 11
Benefits	12
Job Turnover & Retirement	13 - 14
Survey Audience Demographics	15 - 16



Report Summary & Highlights

2022 DentalPost Dental Assistant Salary Survey Report

From late July through early September 2021, DentalPost conducted the largest and most comprehensive dental professional salary survey of its kind. From compensation to work environments to the job turnover rate, we surveyed more than 13,000 dental professionals nationwide. This report contains key takeaways and charted data from the dental assistants who responded.

Key Highlights & Takeaways

- 59% percent of responding dental assistants said they have been with their employer fewer than five years.
- In 2021, 61% of full-time dental assistant salaries range from \$31,000 to \$50,000. 14% are earning over \$50K. This is an increase over 2020, when 52% of full-time dental assistant salaries ranged from \$31,000 to \$50,000 and 12% were earning over \$50k.
- Over the last year, the percentage of dental assistants reporting total income less than or equal to \$20k dropped from 8% to 4.5%.
- Just over 27% of responding dental assistants said they planned to look for a new job within the following year.

Practice Size & Average Hours

Types and Sizes of the Dental Practices, Average Working Hours of Dental Assistants

- 76% work with general dentists and 24% with specialists.
- 75% work in private dental practices, 16% in corporate dental practices, and 8% in other clinical settings such as public or community health programs.
- The number of dental assistants working in corporate practices increased from 11% in 2020 to 16% in 2021.

How big are the dental clinics they work in?

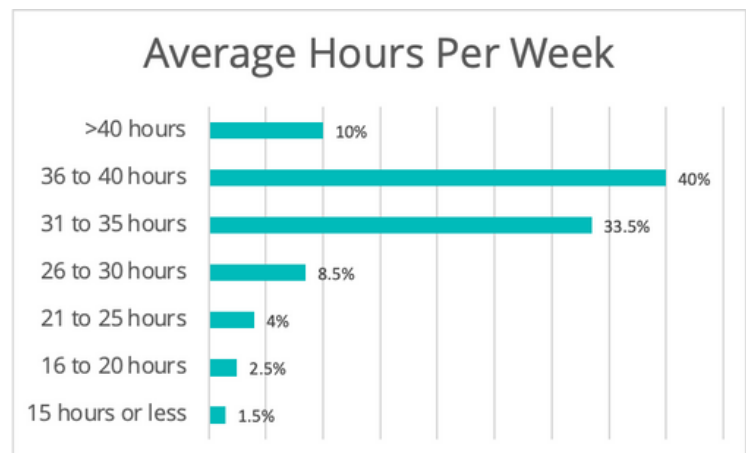
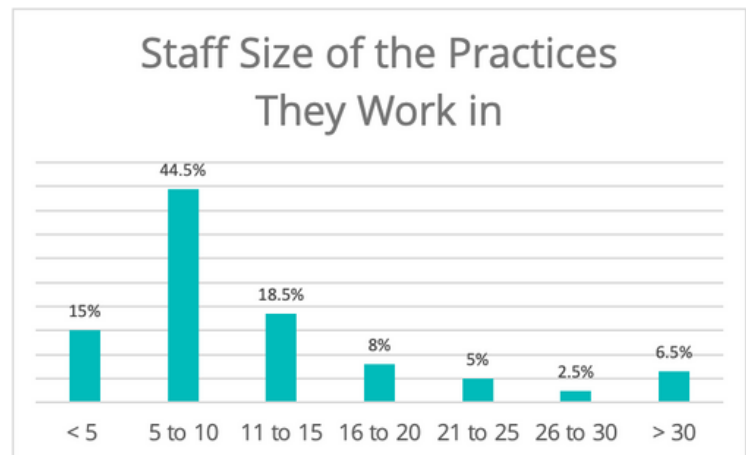
- 60% of all responding dental assistants work in clinics with fewer than 11 team members.

Average Hours Per Week:

- Just under 17% percent work less than 31 hours a week.
- Nearly 74% work 31 to 40 hours a week.
- 10% work more than 40 hours a week.

There is only a slight variance between private dental practices and corporate dental practices, with 5% more of the dental assistants working full time in corporate practices.

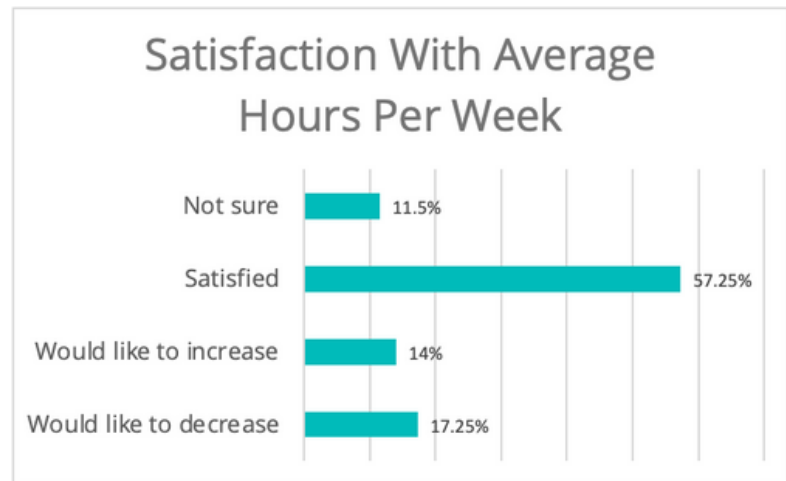
- 87% work more than 31 hours a week in corporate dental practices.
- 82% work more than 31 hours a week in private dental practices.



Workplace Satisfaction & Responsibilities

Satisfaction With Hours

- Over 57% of responding dental assistants said they are satisfied with their hours.



How many dental assistants work multiple jobs?

- About one in five (21.5%) work more than one job.
- 17% earn income from non-clinical “side gig” employment.
- 4.5% earn income from dental-related “side gig” employment.
- All ages are represented among those working more than one job.

Duties

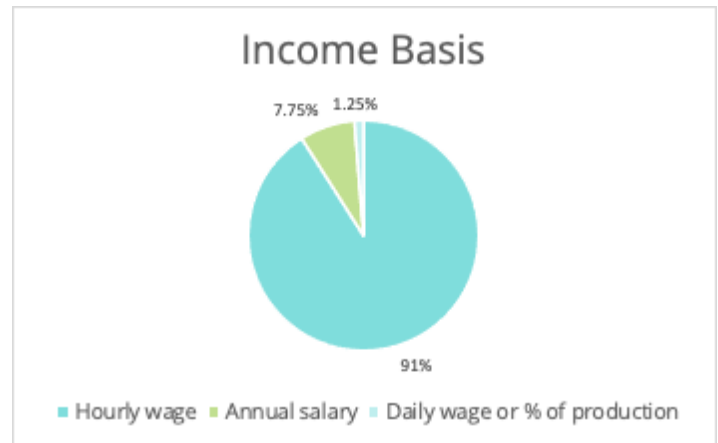
Between 48% and 49% indicated their duties had been increased due to the pandemic. Of those who reported doing more, only 18.5% of them said they were being compensated for the additional COVID-19 related duties.

- 46% have administrative duties in addition to their primary dental assisting duties.
- 31% have “Patient Coordinator” or “Treatment Coordinator” as their job title.

Income

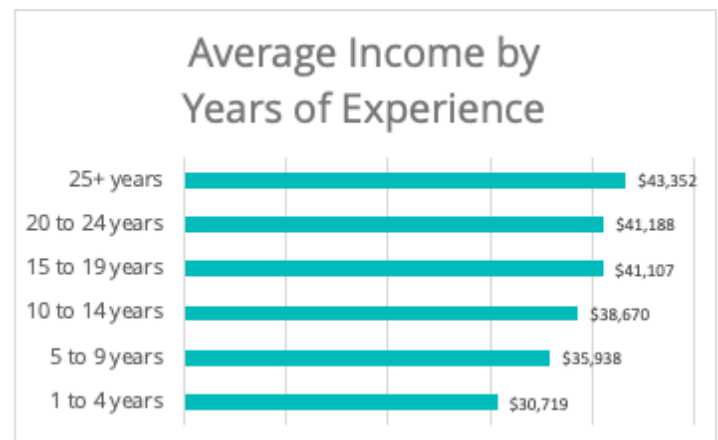
Basis of Dental Assistants' 2021 Primary Clinical Income

For 91% of the responding dental assistants, income is based on an hourly wage. The average hourly rate of responding dental assistants is \$21.95. Only 15% of respondents reported making less than \$18.00 an hour.



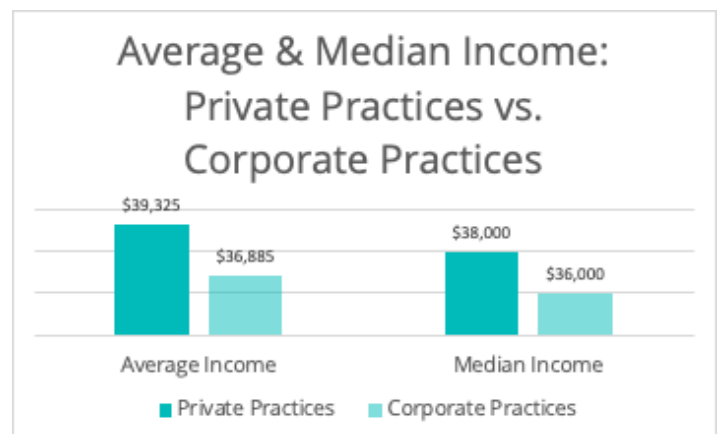
Income by Experience Level

Dental assistants who work more than 30 hours a week reported an average yearly income of \$39,071. When DentalPost examined the average income based on years of experience, average income rose, as shown in the chart to the right:



Average & Median Income: Comparing Private vs. Corporate Practice

When DentalPost examined the average and median income in corporate dental practices, compared to private practices, dental assistants in corporate practices earn less.



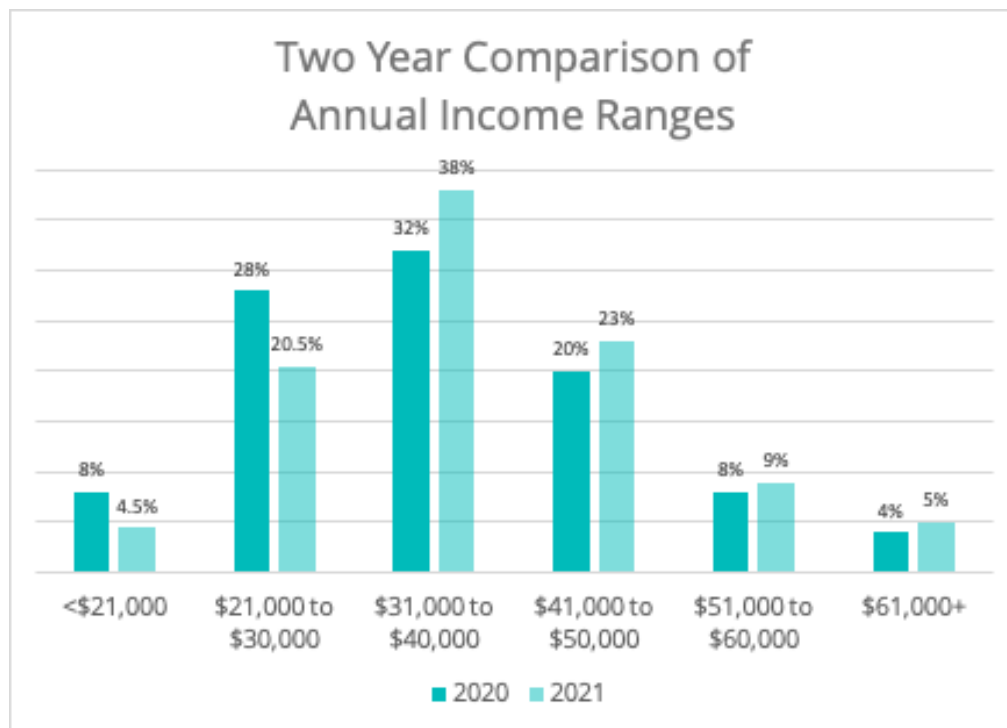
Income

(Continued...)

Are dental assistants earning more than last year?

Yes, dental assistant income has risen since our last survey:

- In 2020, 52% of dental assistants working full-time reported income ranging from \$31,000 to \$50,000, and 12% were earning over \$50,000.
- In 2021, 61% of dental assistants working full-time report income ranging from \$31,000 to \$50,000, and 14% are earning over \$50,000.
- Over the last year, the percentage of dental assistants reporting total income less than or equal to \$20,000 dropped from 8% to 4.5%.



Income

Dental Assistants' Average Median Income by State

DentalPost asked the survey audience to enter the total income they anticipated making in 2021 from clinical practice. The following statistics, ranked from lowest to highest of individual states, reflect the total 2021 income reported by dental assistants working more than 30 hours a week. Dental assistants in Alaska, Hawaii, Montana and Washington DC did not respond to the survey.

\$46,000 - 50,000

California
Oregon
Virginia
Utah
Minnesota
Washington
Massachusetts

\$41,000 - 45,000

Illinois
New Mexico
Maine
Pennsylvania
New York
Nevada
Colorado
Indiana
North Dakota
Delaware
New Jersey

\$36,000 - 40,000

Vermont
Arkansas
South Carolina
Alabama
Connecticut
Arizona
North Carolina
Maryland
New Hampshire
Wisconsin
Missouri
Ohio

\$30,000 - 35,000

Iowa
Idaho
Texas
Nebraska
Virginia
Georgia
Michigan
Florida

Below \$30,000

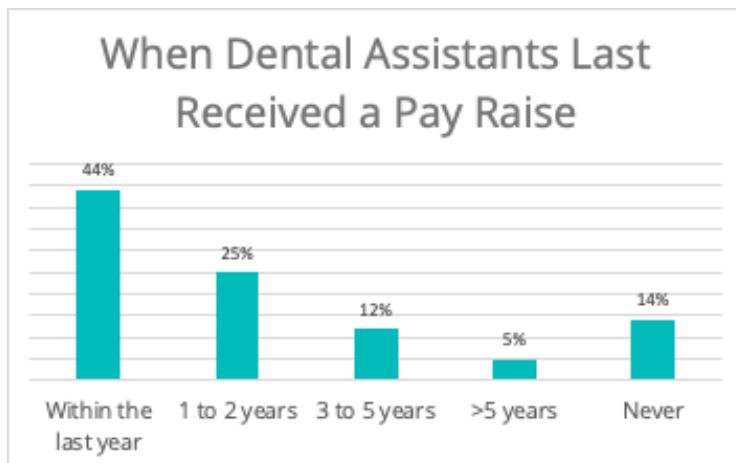
Louisiana
Wyoming
Kansas
West Virginia
Kentucky
Mississippi
Oklahoma
Tennessee

Income

Pay Raise, Duties, and Satisfaction

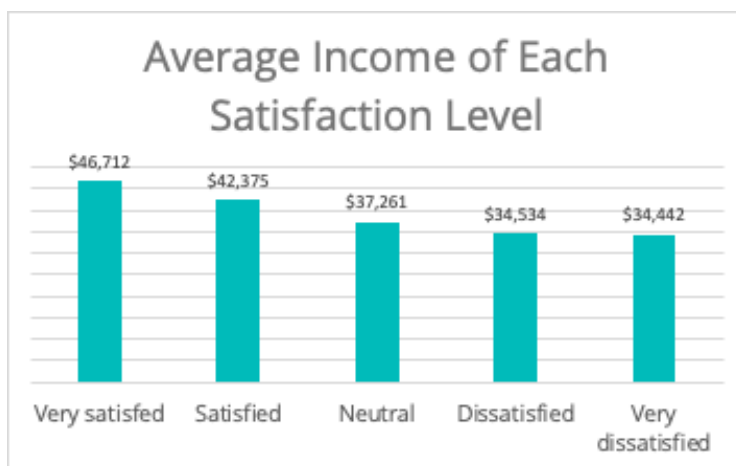
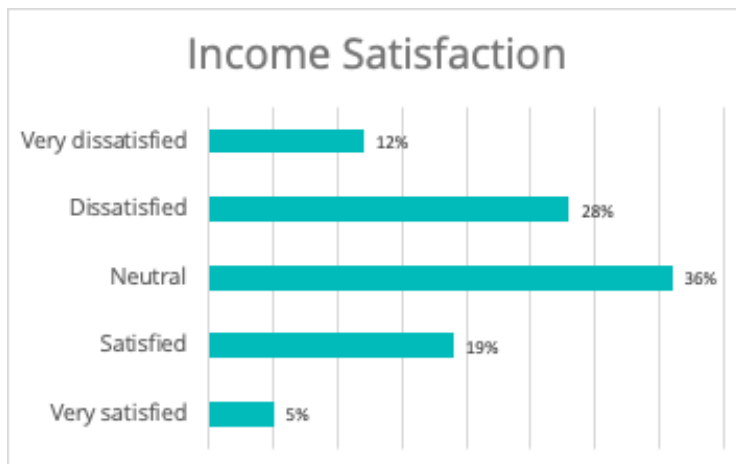
When was the last time dental assistants received a raise?

- 44% of responding dental assistants received a raise within the last year.
- 69% of dental assistants received a pay raise in the last two years.
- More than a quarter of those received pay raises in the last five years indicate their raise was greater than 6%.



Satisfaction with Pay

- 40% of responding dental assistants reported they were “dissatisfied” to “very dissatisfied” with their annual income.
- 36% reported they felt neutral about their income.
- Only 24% felt “satisfied” to “very satisfied”.
- The average annual income of those dissatisfied and very dissatisfied is below \$35,000.



Bonuses

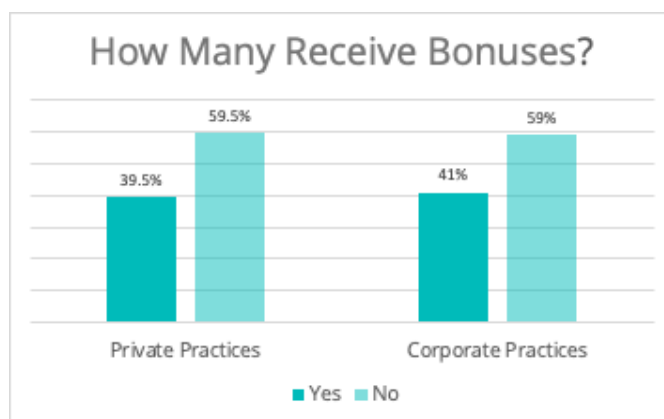
Dental Assistants' Bonuses & Benefits

Benefits are extremely important to 54% of the responding dental assistants and very important to another 29%. Dental assistants' most frequent employee benefits are paid holidays and vacations. In corporate dental practices, 61% of responding dental assistants said they receive health benefits.

DentalPost's 2021 Salary Survey asked dental assistants about the bonuses and benefits they receive.

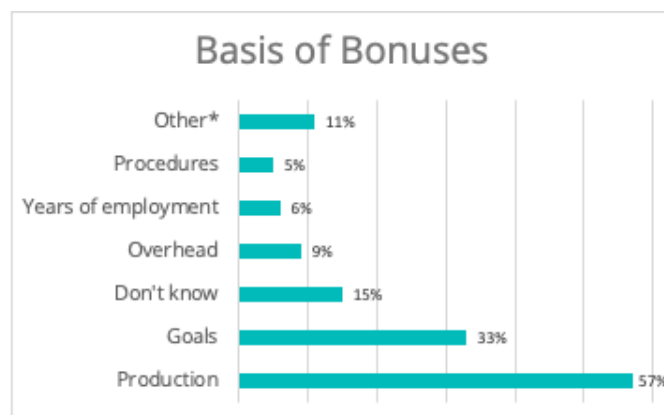
Highlights

- Almost 40% of all responding dental assistants said they receive one or more bonuses a year.
- Most bonuses are paid monthly and based on productivity.
- A slightly higher percentage of dental assistants receive bonuses in corporate practices, but less than 2% variance.



Basis of Dental Assistants' Bonuses

57% of dental assistants, who receive bonuses, said the bonuses are based on production. Note that some respondents reported they receive multiple bonuses with different bases, so the total of percentages in the chart to the right exceeds 100%.



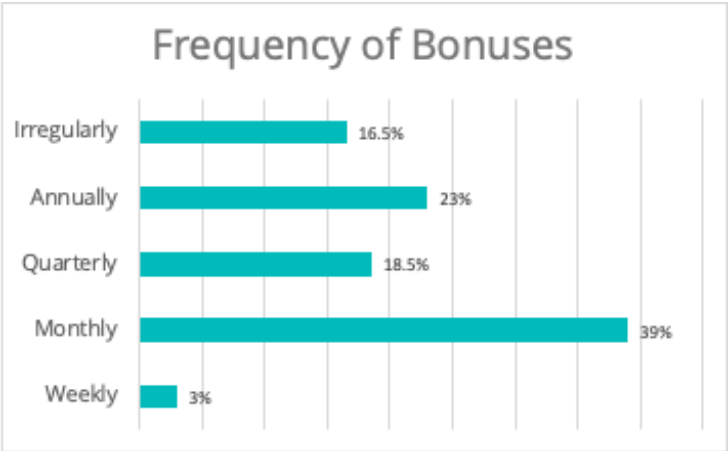
**Other includes reported end-of-year profit sharing, end-of-year holiday bonuses, COVID19 incentive, and Invisalign referral bonuses.*

Bonuses

(Continued...)

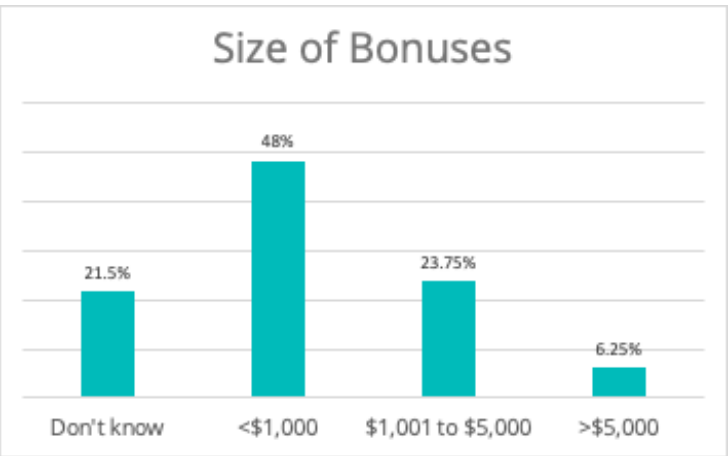
Frequency of Assistants' Bonuses

Most bonuses are paid monthly or annually.



Bonus Size

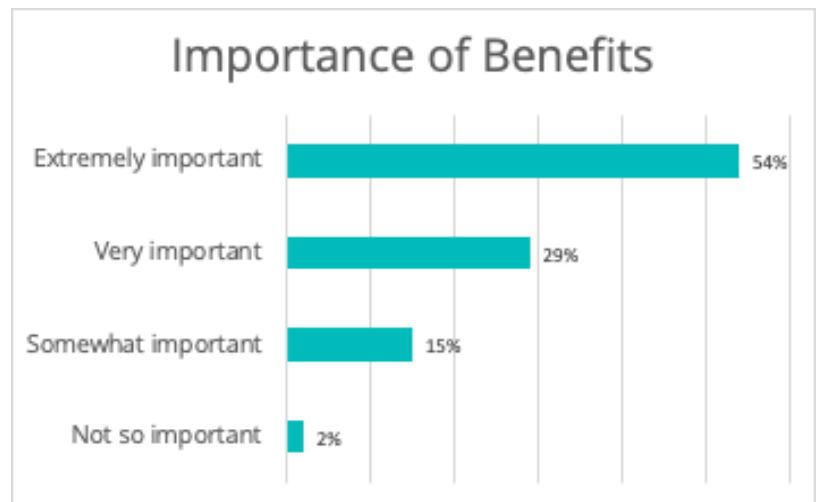
Almost half of responding dental assistants estimated their bonuses in 2021 would total no more than \$1,000.



Benefits

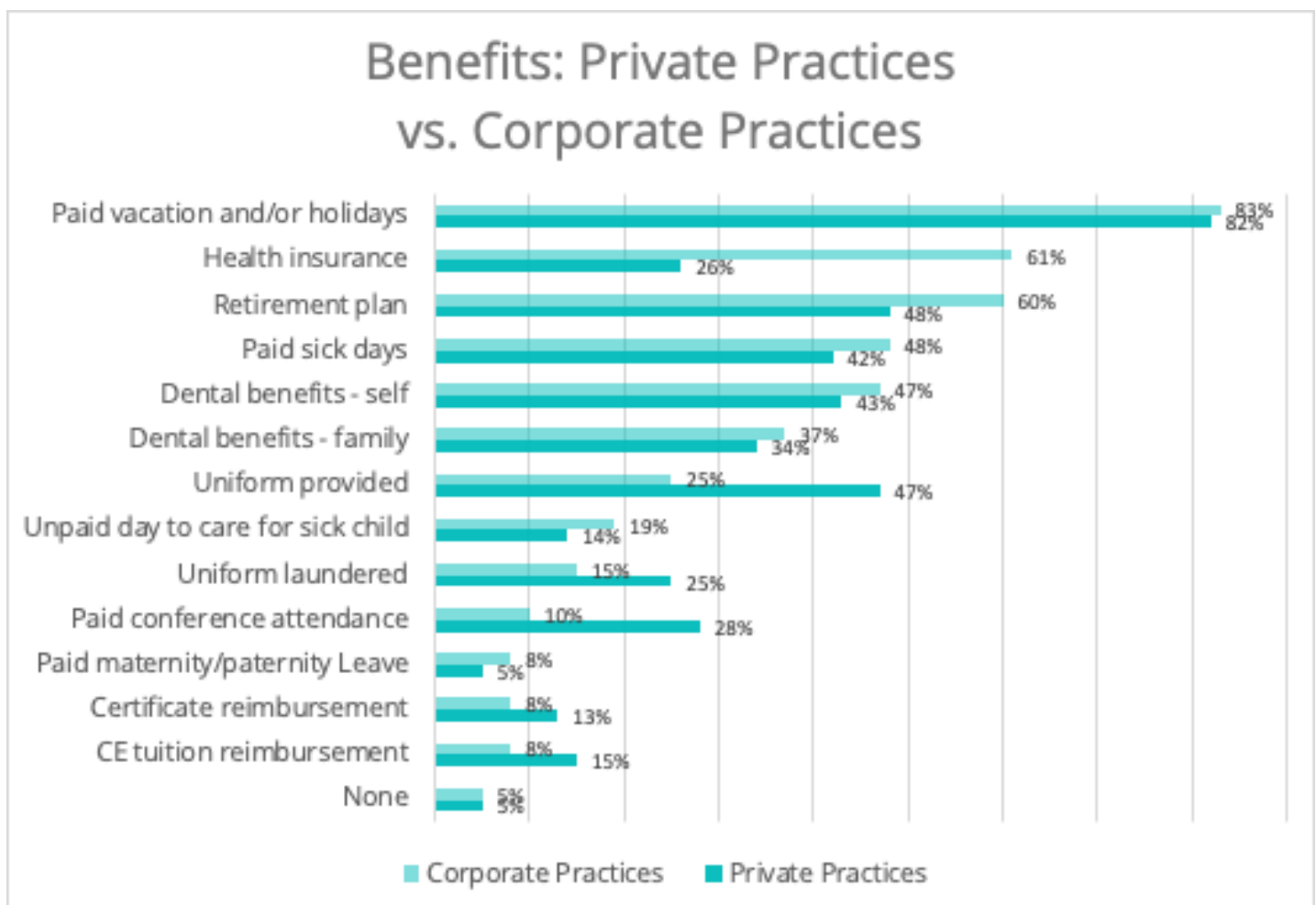
How important are benefits to dental assistants?

- 83% of dental assistants said employee benefits are "very important" to "extremely important".



Benefit Types

- Dental assistants are 2.3x more likely to receive health benefits in corporate dental practices.
- 82% of all dental assistants receive paid holidays and vacations.



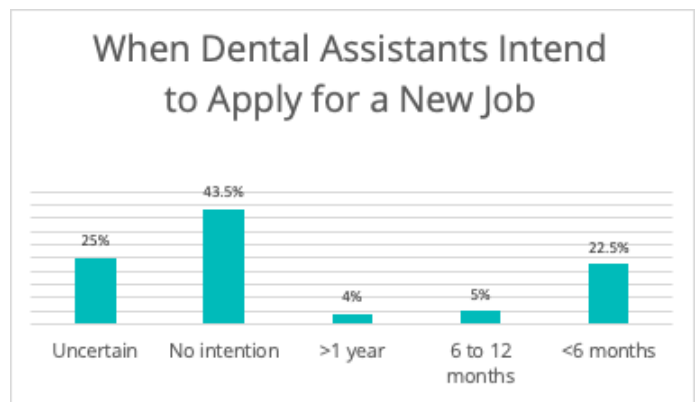
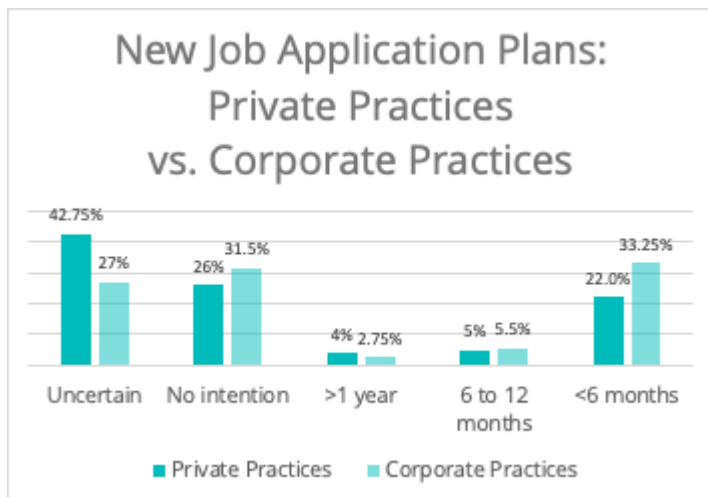
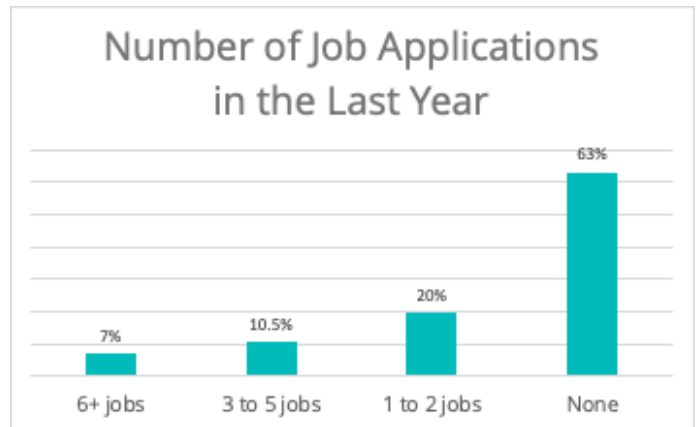
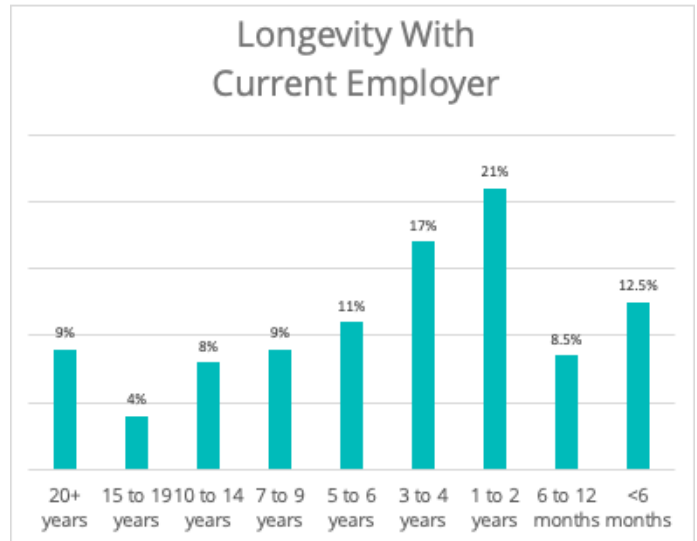
Job Turnover & Retirement

Longevity With Current Employer

- 42% have been with their employer less than three years.
- Only 30% have been with their current employer more than seven years.

Job Applications & Plans

- More than 1/3 of responding dental assistants applied for one or more new jobs last year.
- Nearly 40% of responding dental assistants working in corporate dental practices said they intend to look for a new job within the following year.
- 31% of responding dental assistants working in private dental practices said they intend to look for a new job within the following year.

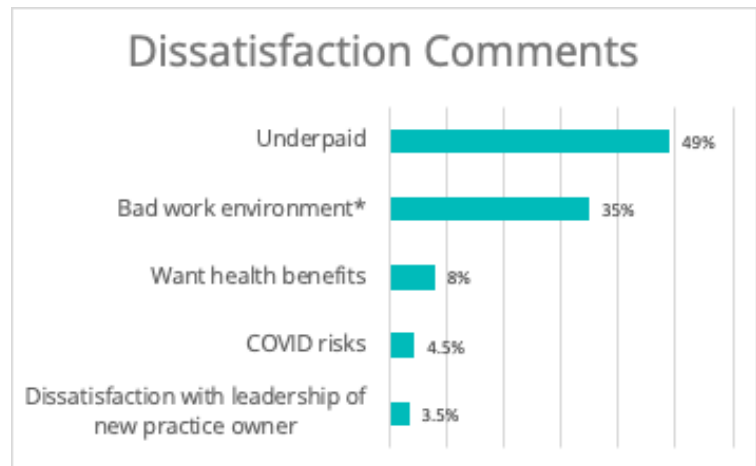


Job Turnover & Retirement

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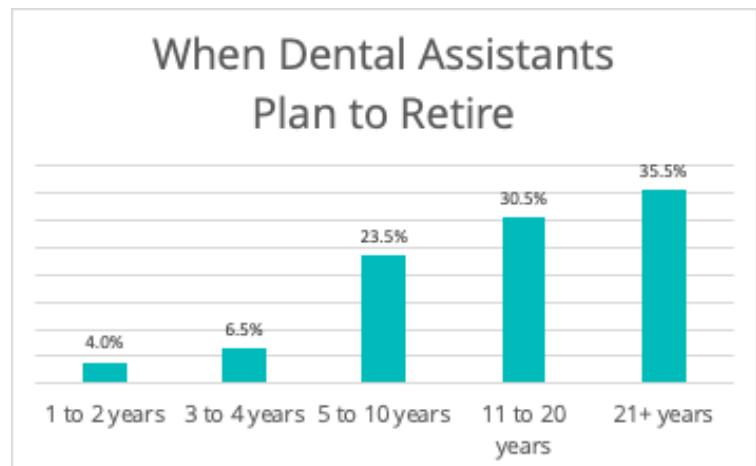
Reasons for Leaving

Open comments indicate the desire for greater pay is top of mind. The chart to the right shows the sources of dissatisfaction mentioned by the dental assistants who left comments.



Retirement

Only 4% of currently working dental assistants plan to retire in the next two years.



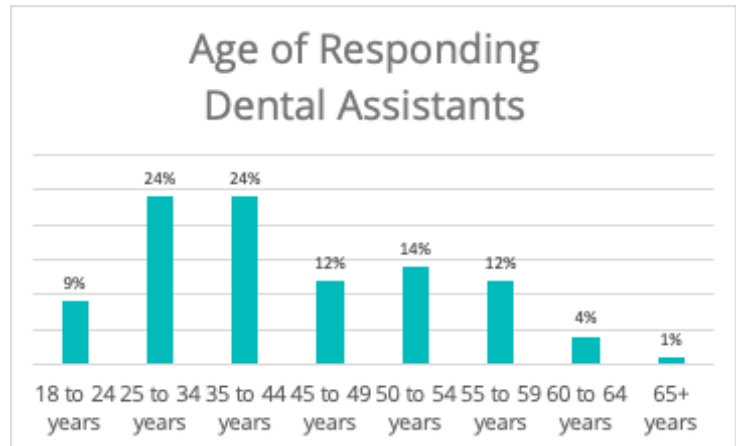
Survey Audience Demographics

Who Responded to DentalPost's 2021 Dental Assistant Salary Survey?

Of the dental assistant nationwide who participated in the 2021 survey, 45% had DANB certification, and 50% had expanded duties certification.

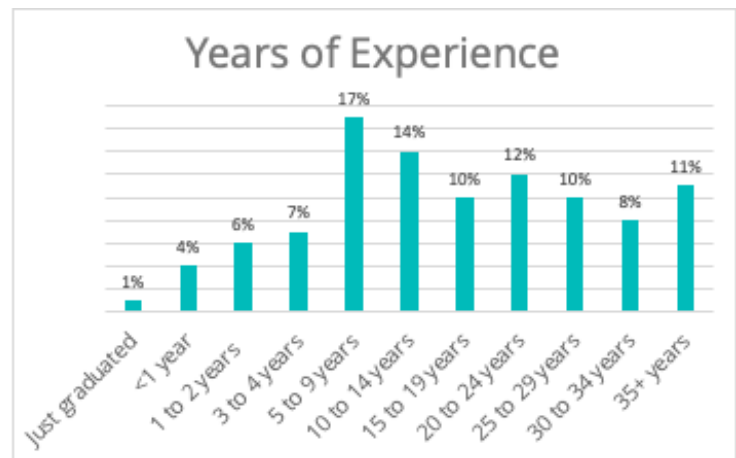
Age:

- 57% of responding dental assistants were younger than 45.
- See the chart to the right for the age breakdown of responding dental assistants.



Experience:

- Nearly half of the dental assistants who responded to the survey had fewer than 15 years of experience.
- 29% had 25 or more years of experience.



Education & Training:

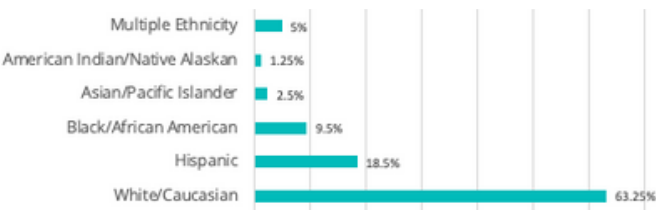
- 85% have completed a college-level program in dental assisting.
- 45% have DANB certification.
- 50% have expanded duties certification.

Survey Audience Demographics

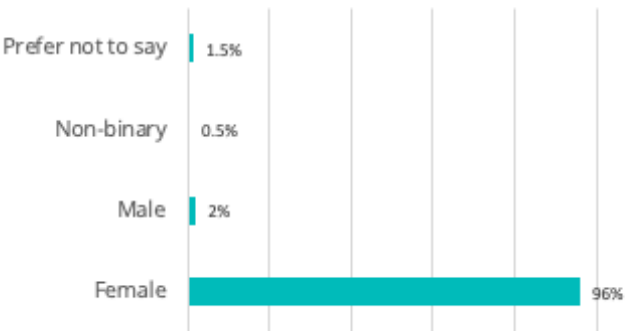
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Race / Ethnicity

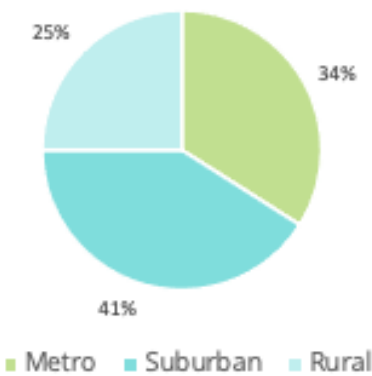
Among all dental positions surveyed, dental assistants were the most racially/ethnically diverse.



Gender



Size of Community Responding Assistants Live In:



Sole Income Earners

37% of responding dental assistants said they are the sole income earner in their household.





DENTAL FRONT OFFICE

2022

Salary Report



2022 Dental Front Office Salary Survey Report

TABLE OF CONTENTS

Dental Practice Managers / Administrators	3 - 9
Dental Billing Specialists	10 - 15
General Front Office Staff Members	16 - 21
Bonuses & Benefits: All Front Office Positions	22 - 23



Report Summary & Highlights

2022 DentalPost Dental Front Office Salary Survey Report

Between August 2021 and September 2021, DentalPost surveyed more than 13,000 dental professionals, including dental practice front office team members. We received input from all key “front office” team roles, including Dental Practice Managers/Administrators, Dental Billing Specialists, and General Front Office Staff Members.

Following are highlights and takeaways for Dental Practice Managers / Administrators.

Key Highlights & Takeaways

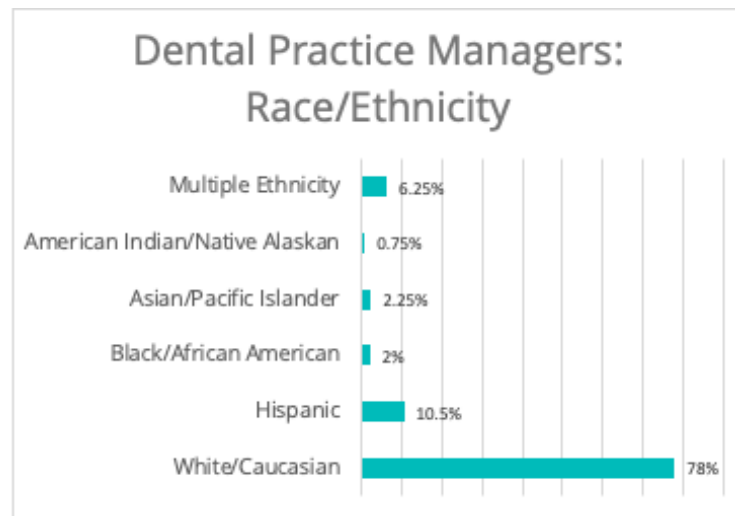
Dental Practice Managers / Administrators

- Almost one third work more than 40 hours a week.
- The reported hourly rates of dental practice managers/administrators ranged from \$13.00 to \$70.00. The median hourly rate was \$28.00.
- The average and median reported total income of dental practice managers/administrators was significantly higher in corporate practices than in private practices.
- Even though dental office managers are relatively stable in their employment compared to dental hygienists, dental assistants, and other front office team members, 15% of the responding dental practice managers/administrators planned to apply for a new job within one year.
- Even though 72% had received a pay raise in the last two years, only 42% were satisfied with their income.

Dental Practice Managers / Administrators

Survey Audience Demographics

- 98% are women.
- 2% are men.
- 30% are sole income providers.
- 35% completed a college-level program in practice/office management.
- 14% have AADOM Distinction.
- 21% work in more than one dental office location.
- 62% work with dental teams of 5 to 15 team members.



Years of Experience

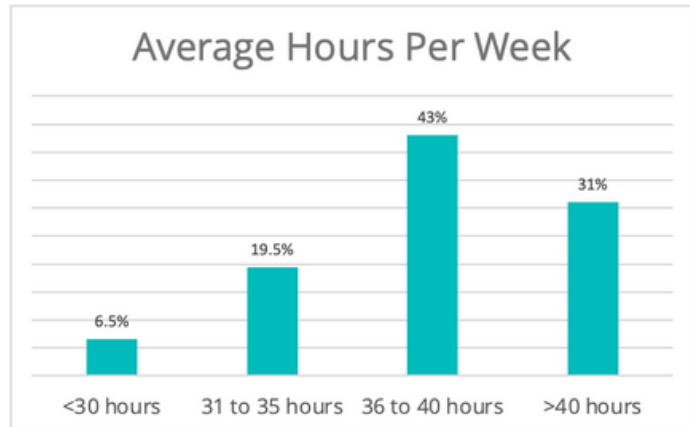
- Less than 5% have fewer than 5 years of experience in their management role.



Dental Practice Managers / Administrators

Average Hours Per Week

- 31% of office managers / administrators work more than 40 hours per week.



Satisfaction with Hours

- Over half are satisfied with the hours they work.



Duties

- 65% reported they are performing extra duties since the pandemic started, and 25% said they were being compensated for these extra duties.

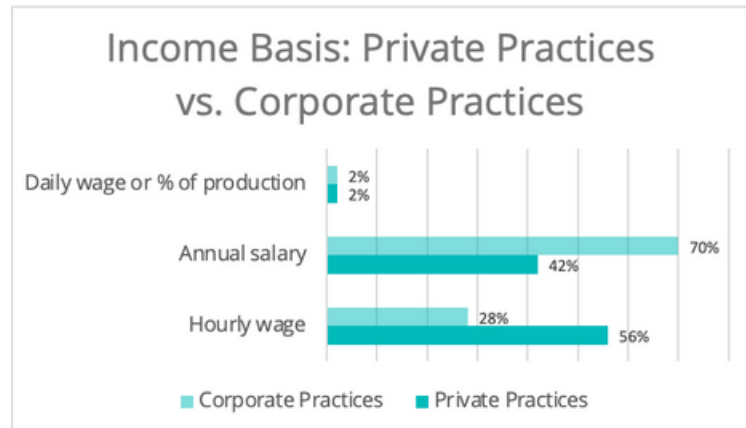
Side Jobs

- 20% work a second job. 75% of these gig workers have a side job outside of dentistry.

Dental Practice Managers / Administrators

How They Are Paid: Private vs. Corporate

- 70% in corporate practices are paid an annual salary.
- Private dental practices tend to pay their dental practice managers/administrators by the hour (56%) compared to corporate dental practices (28%).
- Only 2% of dental practice managers/administrators are paid a percentage of production or a daily wage.



How Much They Make

Dental practice managers / administrators, who work more than 30 hours a week reported annual income that ranged from \$20,000 to \$200,000. Only 3% reported an annual income below \$31,000. Those working in corporate practices make, on average, more than those working in private practices.



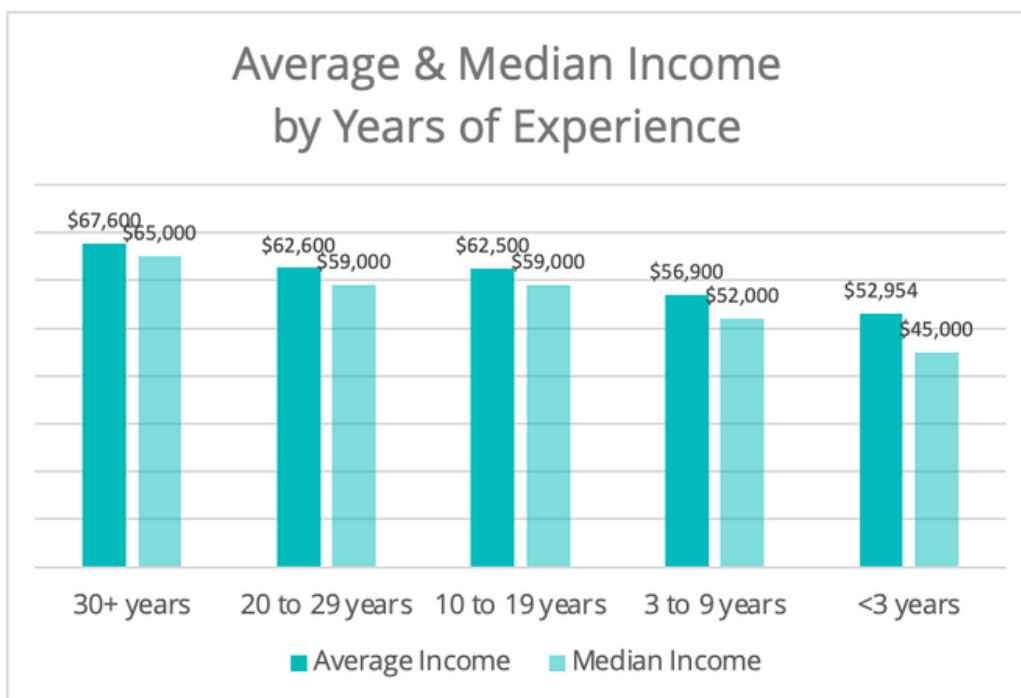
Income: Comparing Private vs. Corporate Practice

- Average income in private practices = \$62,100
- Average income in corporate practices = \$71,630
- Median income in private practices = \$60,000
- Median income in corporate practices = \$65,500

Dental Practice Managers / Administrators

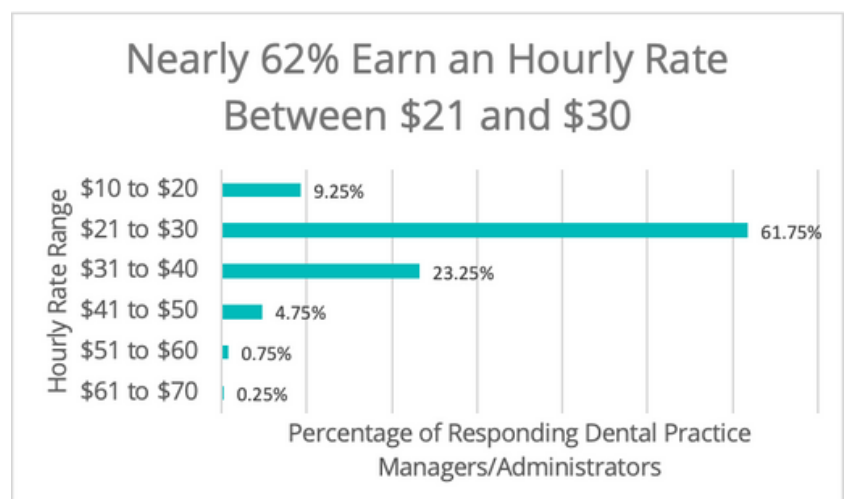
Income: Comparing Years of Experience.

The following chart shows the average and median annual income of dental practice managers/administrators, who work more than 30 hours a week, by years of experience. The data suggests the median income of these dental professionals could rise 20% and more than that over the course of their careers but the incremental increases are small enough that those who have worked more than 30 years in their roles are making at most \$6,000 more than those who have worked 10 to 19 years.



Hourly Rate

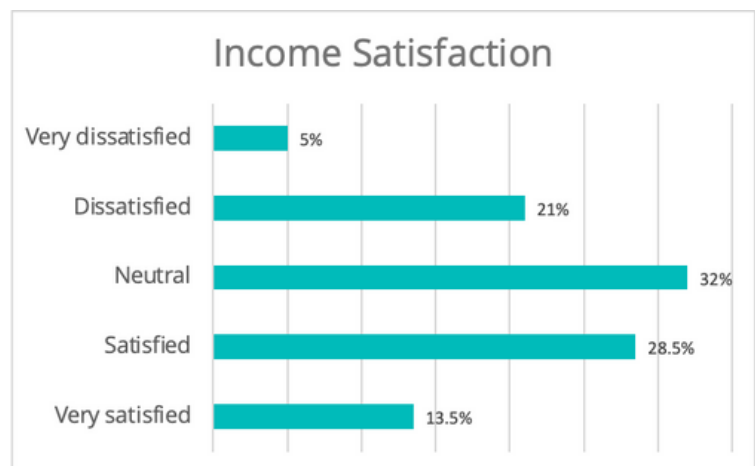
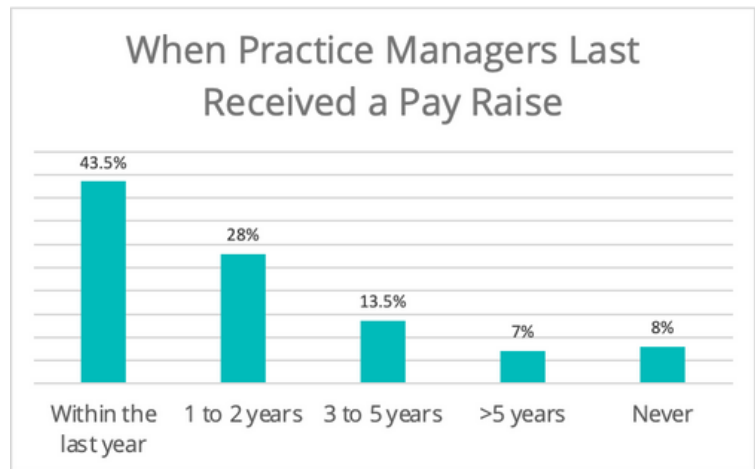
Reported hourly rates range from \$13.00 to \$70.00. Nearly 62% have an hourly rate between \$21 and \$30. The average hourly rate of all respondents is \$28.32.



Dental Practice Managers / Administrators

Last Wage Increase

Just over 71% received a pay raise in the last two years. Despite this high percentage, 26% expressed discontent with their income.



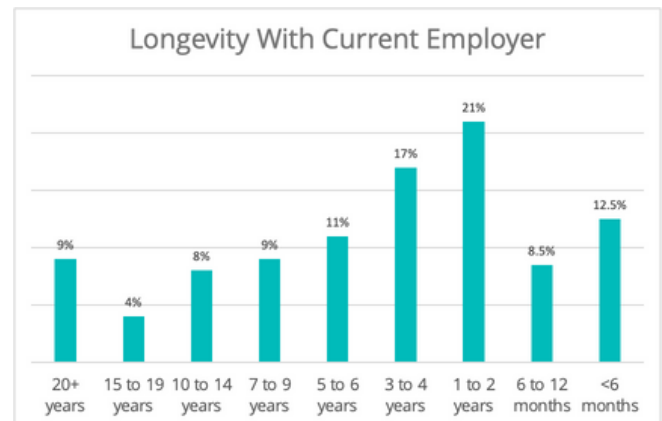
Bonuses & Benefits

Survey results for Dental Practice Managers/Administrators' bonuses and benefits appear at the end of this report in combination with the bonuses and benefits results for Billing Specialists and Other Front Desk Staff.

Dental Practice Managers / Administrators

Longevity in Current Job

Nearly 50% of dental practice managers / administrators have been with their current employer for 2 to 6 years. Just over 20% have been with their current employer for 10 or more years.



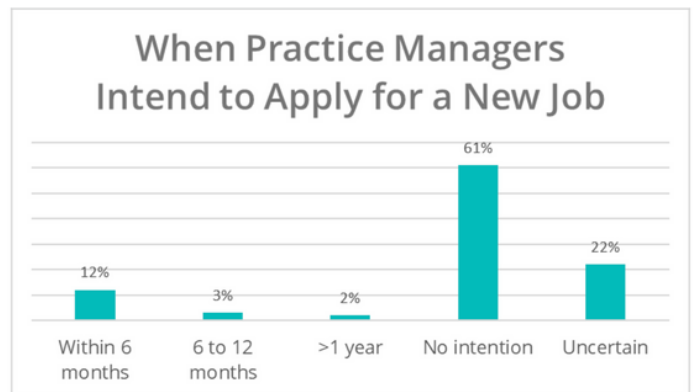
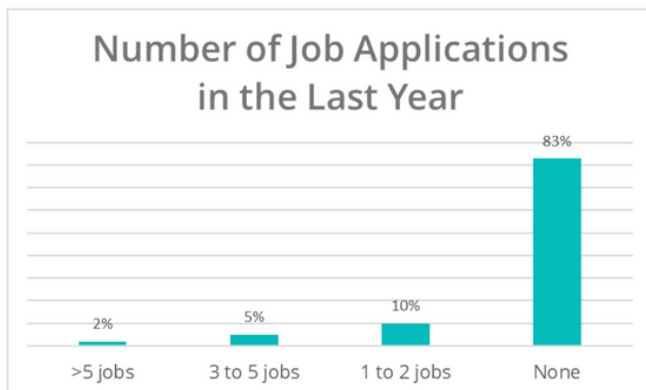
Retirement Plans

- 43% plan to retire within the next decade
- 4.25% plan to retire within the next 2 years.



Job Application

- 17% applied for a new job in the last year.
- 15% plan to apply for a new job in the next year.



The average reported salary of those who intend to apply for new jobs in the coming year is \$55,690, which is \$6,675 lower than the average income of all responding office managers/administrators.

Only 3% of responding dental practice managers/administrators provided open comments. Among the comments stating motives to seek new employment were a desire for higher pay and health benefits. A few stated they are unhappy, in general, about having to work in a Covid-19 world.



Report Summary & Highlights

2022 DentalPost Dental Front Office Salary Survey Report

Between August 2021 and September 2021, DentalPost surveyed more than 13,000 dental professionals, including dental practice front office team members. We received input from all key “front office” team roles, including Dental Practice Managers/Administrators, Dental Billing Specialists, and General Front Office Staff Members.

Following are highlights and takeaways for Dental Billing Specialists:

Key Highlights & Takeaways

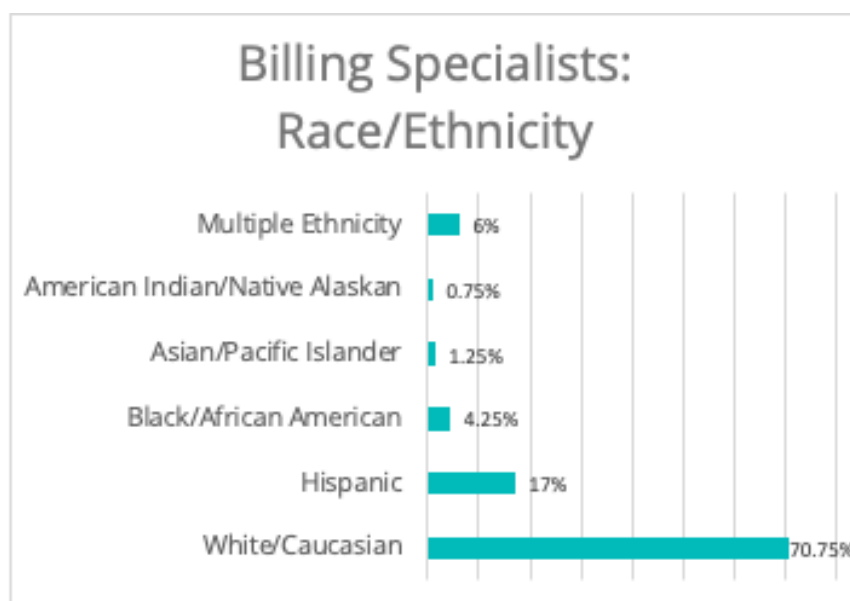
Dental Billing Specialists

- 32% have had training in medical-dental cross billing.
- 33% reported they work in more than one dental office.
- 20% reported they work more than 40 hours a week, and 47% reported they work between 36 and 40 hours a week.
- The average hourly wage of billing specialists was \$22.00.
- Their average full-time income in private dental practices was \$42,100. In corporate dental practices, the average full-time income was \$47,700.
- The survey data indicates there is an earnings glass ceiling for billing specialists, as well as high discontent with the income billing specialists earn.

Dental Billing Specialist

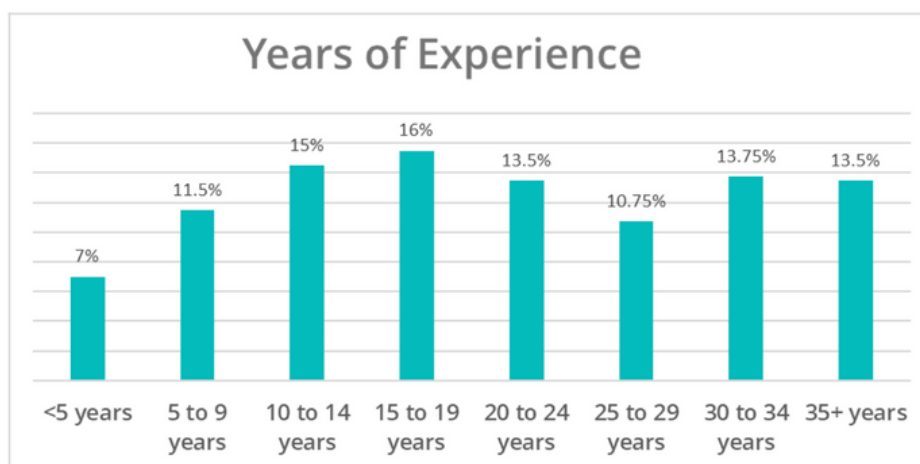
Survey Audience Demographics

- 96% are women.
- 4% are men.
- 40% are sole income providers.
- 32% have had training in medical-dental cross billing.
- 33% work in more than one dental office.



Experience

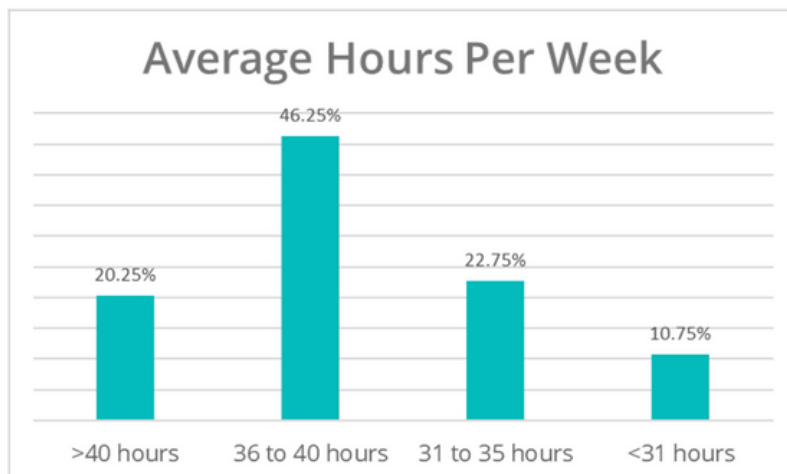
None of the billing specialists who responded had less than three years of experience in the dental industry. Slightly more than half had 20+ years of experience.



Dental Billing Specialist

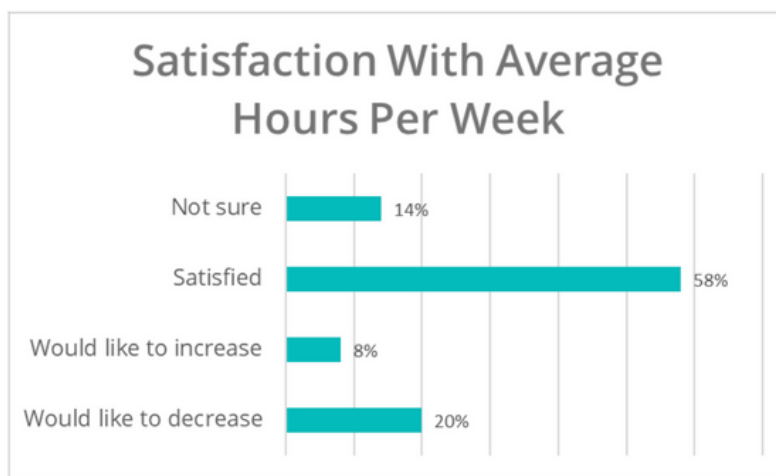
Average Hours Per Week

Nearly 67% work 36+ hours a week.



Satisfaction with Hours

58% are satisfied with the hours they work.



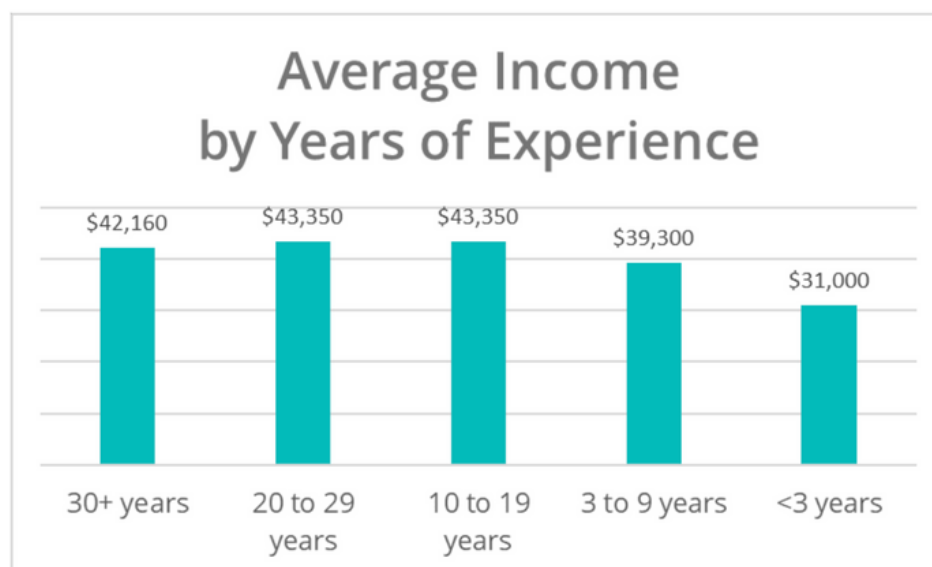
Additional Duties

- 70% of the responding billing specialists reported they spend more than 25% of their time performing duties other than fee estimation and presentation, insurance verification and processing, and collections.
- 58% reported they are performing extra duties since the pandemic started, and 18% said they were being compensated for these extra duties.
- 1 in 8 billing specialists work a second job outside of dentistry

Dental Billing Specialist

How They Are Paid

Nearly 88% of the responding billing specialists are paid an hourly rate. The following chart shows the average annual income of billing specialists, who work more than 30 hours a week, by years of experience.



Their average full-time income in private dental practices was \$42,100. In corporate dental practices, the average full-time income was \$47,700.

Only 10% of responding billing specialists who work full time reported an annual income of \$60,000 or more, and 10% reported an annual income of less than \$31,000.

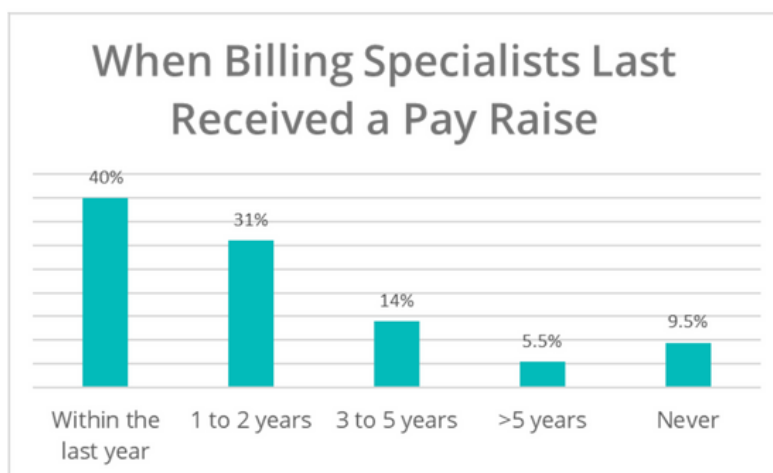
- Average hourly rate = \$22.00
- Average yearly income = \$44,500
- Median income = \$42,000
- Income range = \$20,000 to \$80,000

The reported hourly rates of billing specialists ranged from \$13.00 to \$36.00. The median hourly rate was \$22.00 (50% of respondents make this amount or more).

Dental Billing Specialist

Last Wage Increase

71% of responding billing specialists received a pay raise in the last two years.



Satisfaction with Income

Despite the high percentage of billing specialists receiving pay raises, 43% are “dissatisfied” or “very dissatisfied” with their income.

Open comments indicate some billing specialists are discontented with the earnings glass ceiling in their profession. Survey data suggests the glass ceiling is more than just a perception. (See the “Average Billing Specialists’ Income by Years of Experience” chart on page 13.)



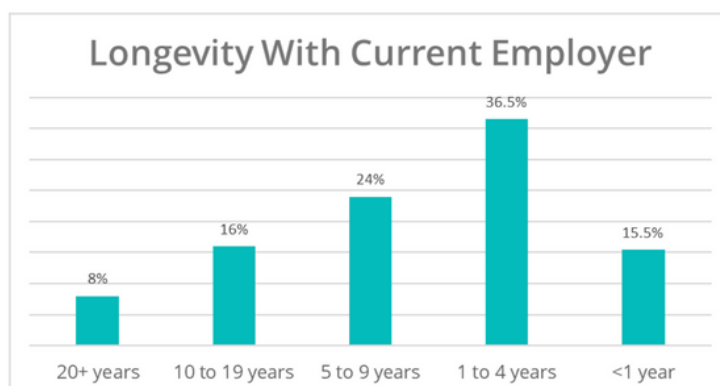
Bonuses & Benefits

Survey results for Billing Specialists’ bonuses and benefits appear at the end of this report in combination with the bonuses and benefits results for Dental Practice Manager/Administrator and Other Front Desk Staff.

Dental Billing Specialist

Years with Current Employer

The largest percentage (36.5%) has been with their employer only 1 to 4 years.



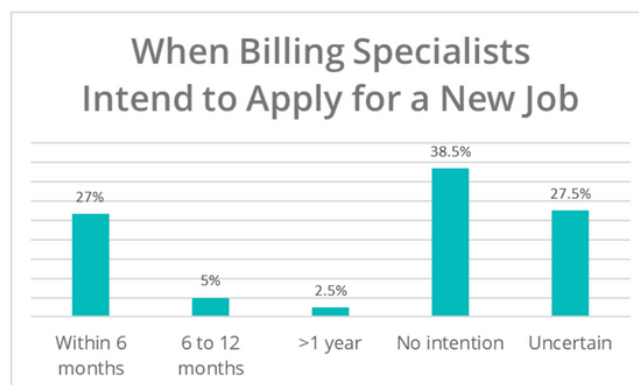
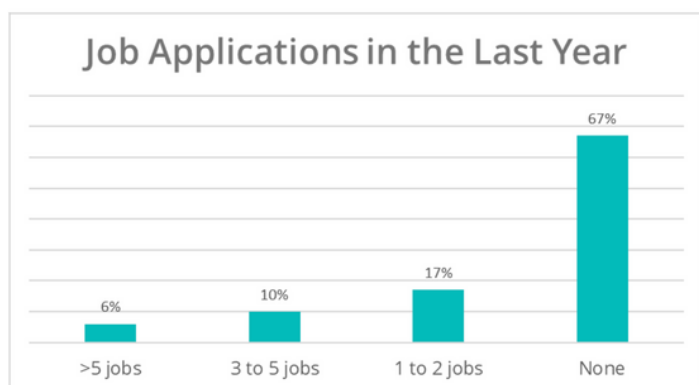
Planned Years to Retirement

Just over 44% plan to retire within the next decade, 5% within the next 2 years.



Job Application

- One third applied for a new job in the last year.
- One third plan to apply for a new job in the next year.
- The average salary of the billing specialists who intend to apply for new jobs is \$42,800, and the median income of this group is \$39,600.





Report Summary & Highlights

2022 DentalPost Dental Front Office Salary Survey Report

Between August 2021 and September 2021, DentalPost surveyed more than 13,000 dental professionals, including dental practice front office team members. We received input from all key “front office” team roles, including Dental Practice Managers/Administrators, Dental Billing Specialists, and General Front Office Staff Members.

Following are highlights and takeaways for General Front Office Staff Members:

Key Highlights & Takeaways

General Front Office Staff

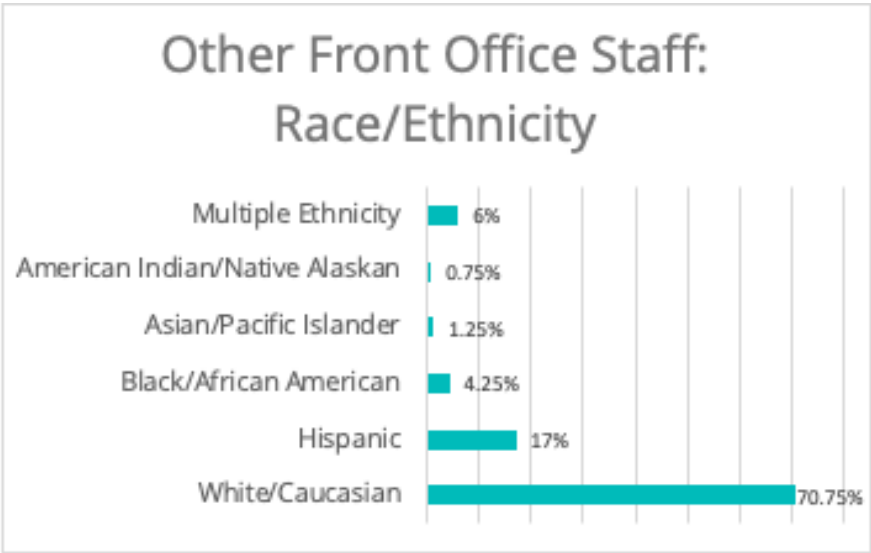
- Dental front office workers who did not identify as dental practice managers/administrators or as billing specialists are the primary employees answering dental practice phones and scheduling patients, but they also perform a wide range of other duties, including financial record keeping, office cleaning, IT computer support, and practice marketing.
- 35% of the “other” front office staff respondents told us they also do dental assisting.
- A third of survey respondents in this category indicated they planned to apply for one or more new jobs within a year. Do they feel underpaid and expendable? Open comments suggest a good number do.

General Front Office Staff Members

Survey Audience Demographics

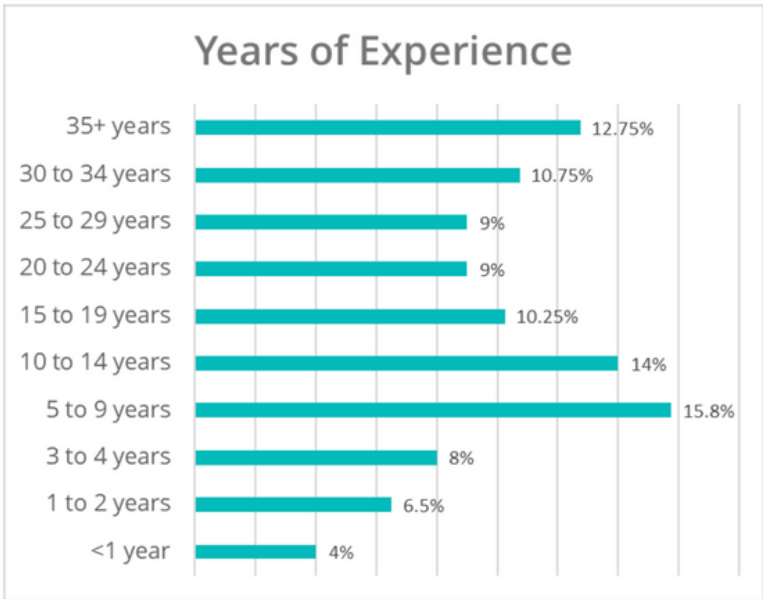
- 98% female
- 36% sole income providers
- 3.5% have AADOM distinction

Racial and ethnic diversity was the same for both billing specialists and those who identified as other front office staff members.



Years of Experience

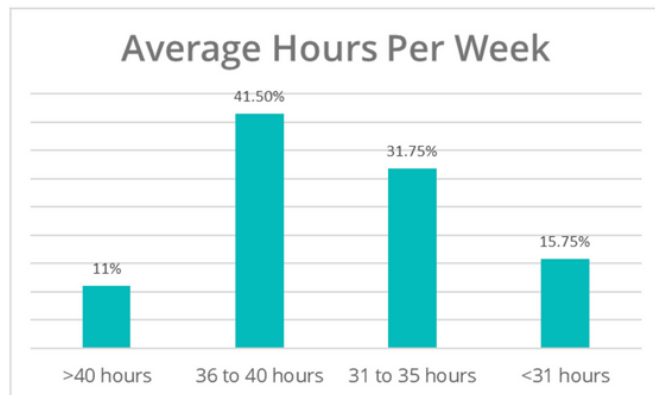
- Over 80% have more than 4 years of experience.
- Just over 40% have 20 or more years of experience.



General Front Office Staff Members

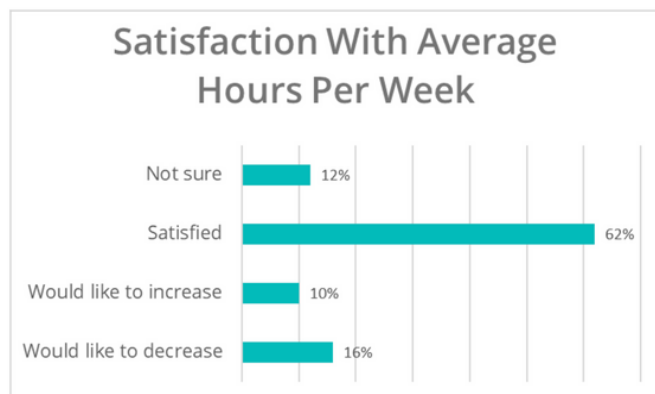
Average Hours Per Week

Nearly half of the respondents said they work 36+ hours a week.



Satisfaction with Hours

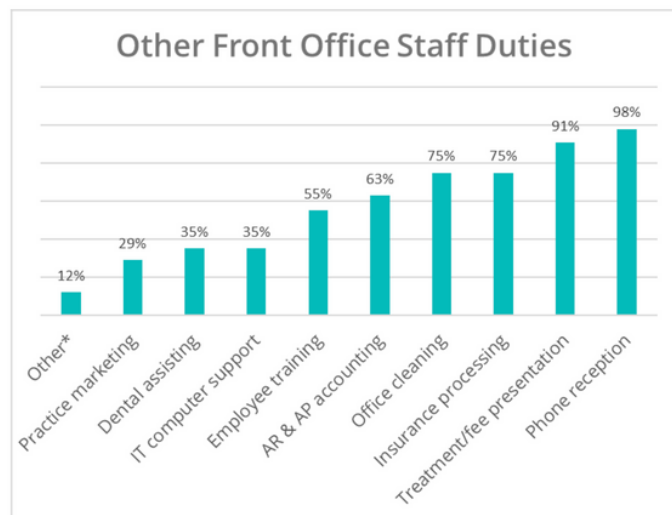
62% reported they are satisfied with the hours they work.



Duties

Front office staff members perform many duties. Primarily they answer the phone and schedule patients, present treatment fees, process in-office collections and insurance claims, and clean areas of the office. Many also do AR and AP accounting, train employees, provide IT computer support, do dental assisting, and do practice marketing.

- 57% reported they are performing extra duties since the pandemic started, and 19.5% said they were being compensated for these extra duties.
- 35% of dental front office staff members do dental assisting.



*Other includes insurance verification, supply procurement, patient and staff scheduling, equipment repair, and collections.

General Front Office Staff Members

Side Gigs

One in five front office staff members work a second job. Just over 75% of them are employed outside of dentistry. The others work more than one dental job.

Income

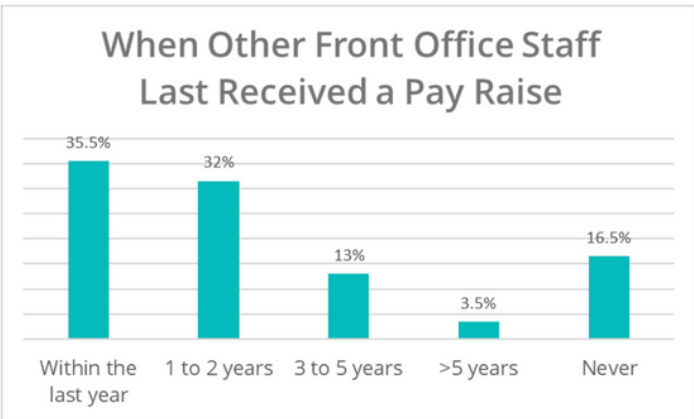
Nearly 88% of the respondents in the other front office staff members category are paid an hourly rate. The adjacent chart shows the average annual income of those who work more than 30 hours a week by years of experience.

- The reported hourly rates of all front office staff members range from \$11.00 to \$39.00.
- The median hourly rate is \$28.00 (50% of respondents make this amount or more), and the average hourly rate is \$21.60.



Last Pay Increase

Just over 67% received a raise in the last two years. Despite this, only 26% are satisfied with their income.



General Front Office Staff Members

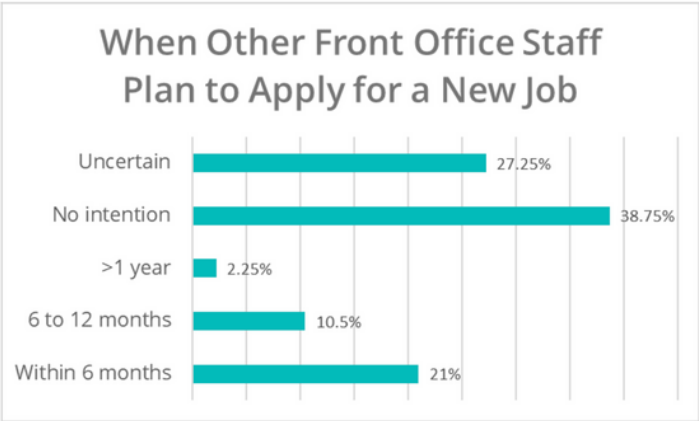
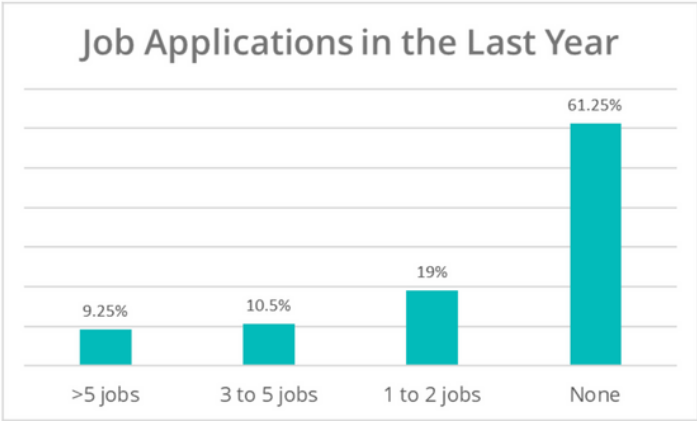
Years with Current Employer

Just over 58% have been with their current employer for less than 4 years. This relatively high percentage may be the result of layoffs during phase one of the Covid-19 pandemic.



Job Applications

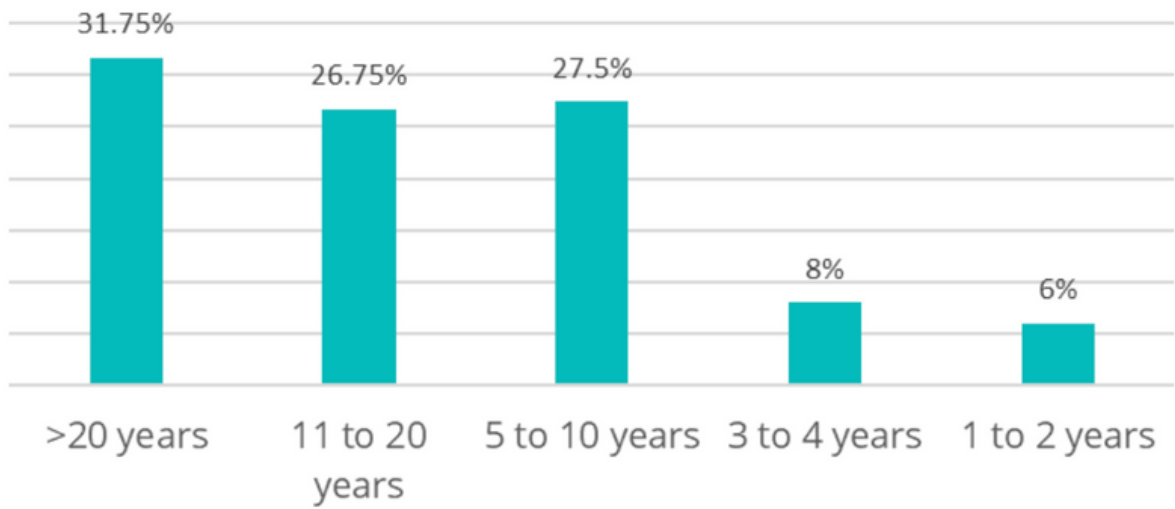
- Nearly 39% applied for a new job in the last year.
- Nearly 32% plan to apply for a new job within the next year.
- Comments indicate that seeking higher pay is the top motivation for looking for a new job. Some respondents commented that they feel unappreciated and even expendable.



General Front Office Staff Members

Retirement Plans

Nearly 42% plan to retire within the next decade, 6% within the next 2 years.



Bonuses & Benefits: All Front Office Positions

The bonuses and benefits data from office managers, billing specialists, and other front office staff members are below. The data from all front office team members who responded have been combined in the following report because there is insignificant variance among the three groups.

Benefits

- 42% receive bonuses.

Basis of Bonuses

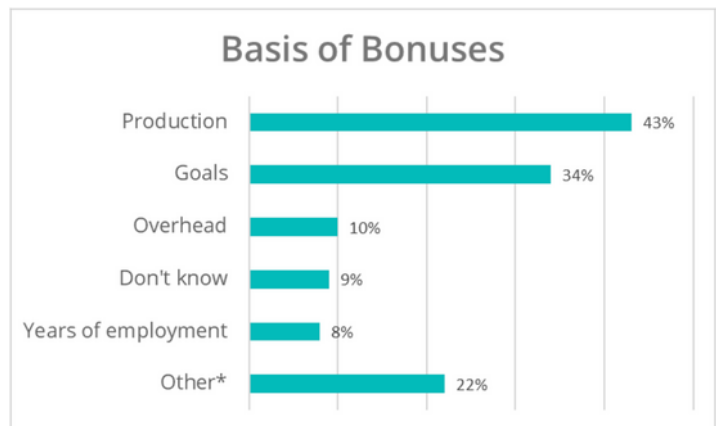
- Some respondents indicated more than one basis for their bonuses so the total of percentages in the adjacent chart exceeds 100%.
- Bonuses were primarily based on production (43%) and goals (34%).

Frequency of Bonuses

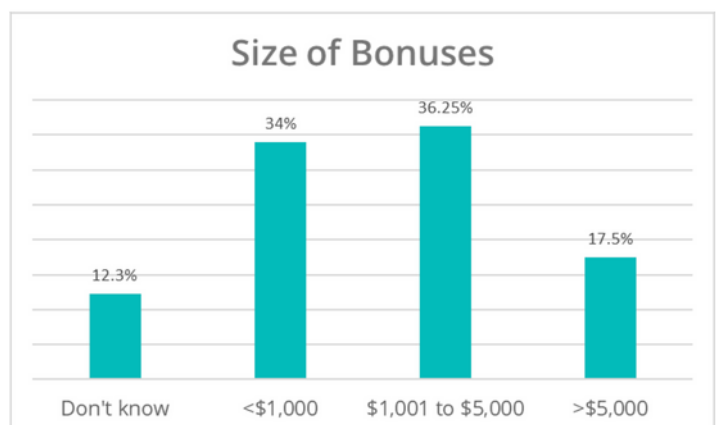
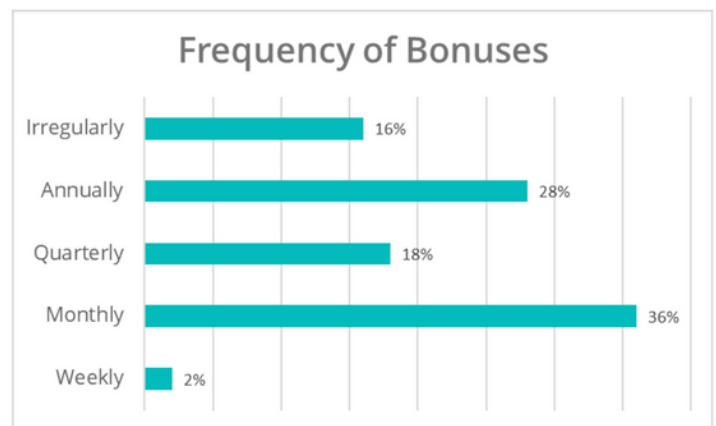
- Most bonuses are paid monthly or annually.

Size of Bonuses

- The bonuses paid to dental front office team members range from less than \$1,000 to more than \$20,000. The adjacent chart reflects reported “anticipated bonus totals” for 2021.



**Other includes end-of-year/holiday, collections, employer discretion, and new patient referrals.*

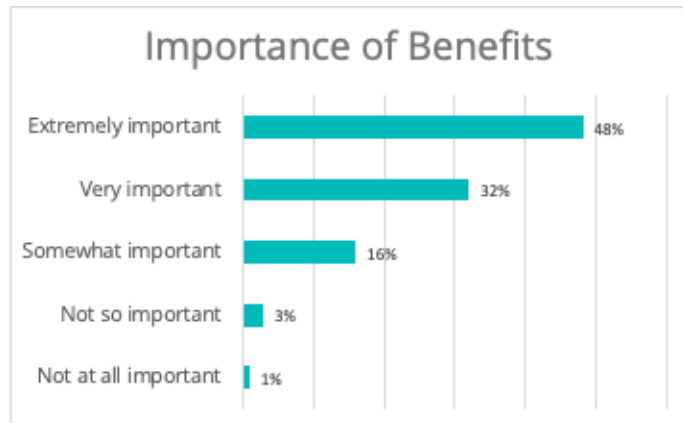


Bonuses & Benefits: All Front Office Positions

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Benefits

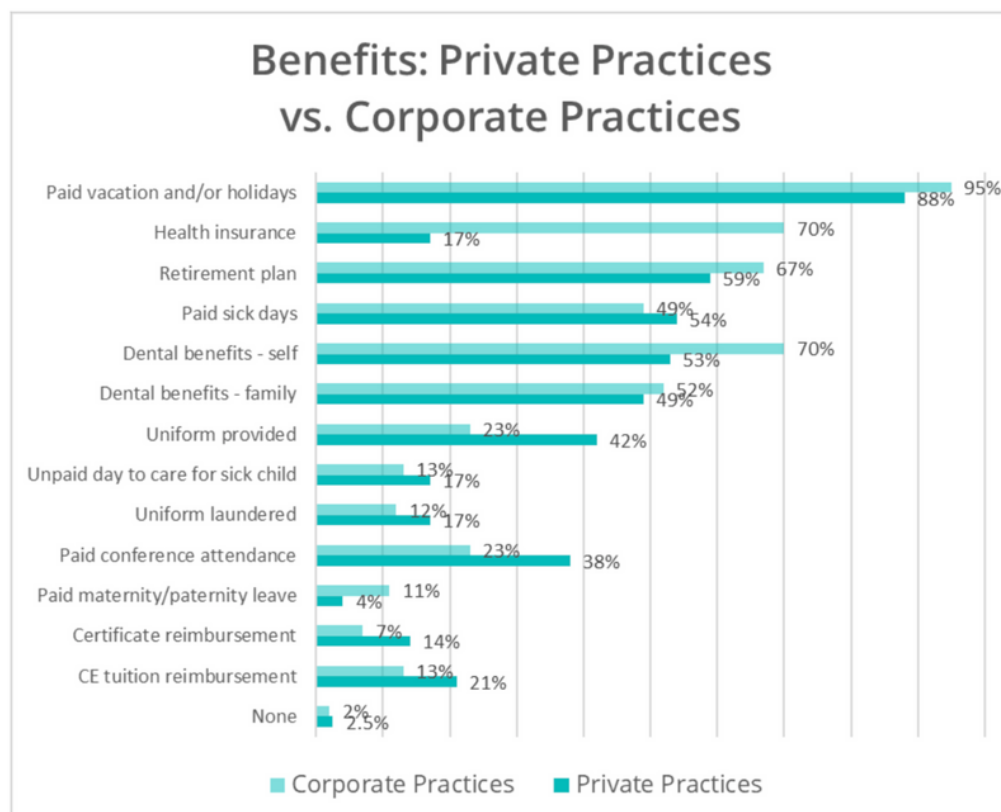
80% say benefits are “very” to “extremely” important.



Types of Benefits

There are some clear differences in the types of benefits front office team members receive in private and corporate dental practices. The greatest disparity is in health benefits.

- In private practices, 17% get health insurance benefits.
- In corporate practices, 70% get health insurance benefits.





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Founded in 2005 by registered dental hygienist Tonya Lanthier, DentalPost leads the dental industry in metric-based career matching and hiring tools, including personality tests, work culture preferences, skill matching, and career goal assessments.

Learn more about DentalPost and view the comprehensive 2022 Salary Survey Report at dentalpost.net.

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