

2011 Medical & Dental Survey

based on 2010 results



Beall Barclay & Company, PLC

Fort Smith – 3101 S. 70th Street | Fort Smith, AR 72903
Rogers – 2005 W. Elm Street | Rogers, AR 72758

www.beallbarclay.com

A letter from your

Beall Barclay Medical/Dental Group

Thank you for your participation in the 2010 Medical/Dental Survey, sponsored by Beall Barclay. As promised, we have provided the results of the survey of medical/dental practices in the Arkansas and Oklahoma community.

In its inaugural year, the survey respondents included a diverse group of practices. We trust this information will be useful to you in making strategic business decisions for your practice.

In an effort to present the information in a manner that can be easily interpreted and utilized, we have provided the following:

- A description of the survey respondents, including practice size and type.
- A summary of the reported data, including salary ranges and averages for various positions.
- Graphic representations of salary and benefit data.

We hope you find this information valuable. We encourage your participation in next year's survey; look for it in your mailbox in early 2012. If you have any questions regarding the information represented, please feel free to contact our Fort Smith office at 479-484-5740 or Rogers office at 479-636-4461.

Sincerely,

Beall Barclay & Company, PLC
Medical/Dental Group

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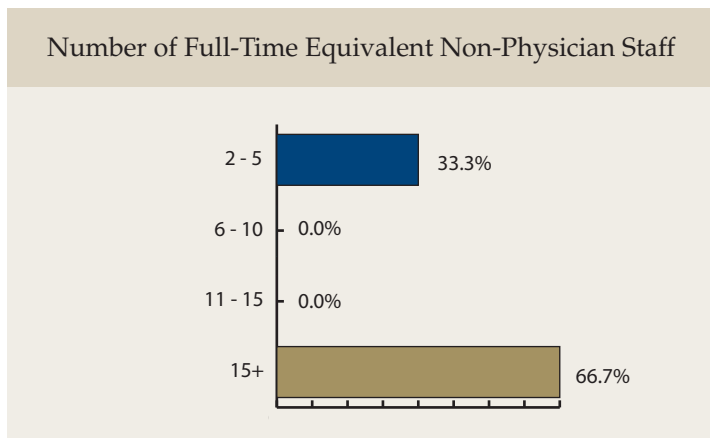
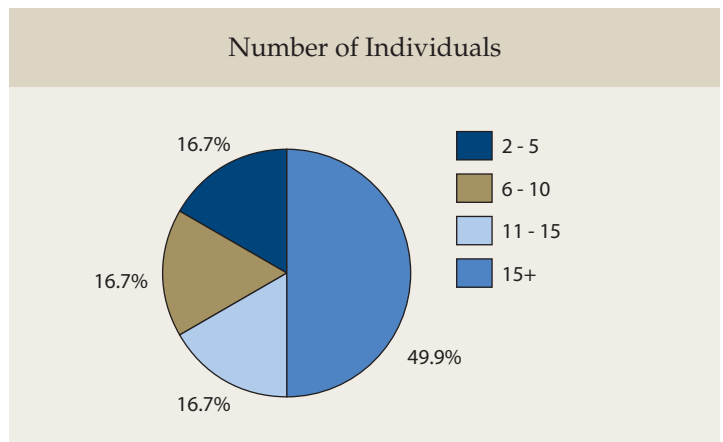
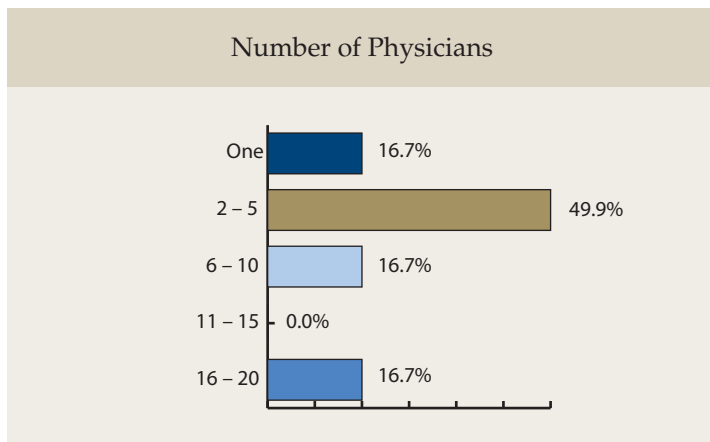
Description of Medical Survey Respondents

Industry reports show there is a growing demand for healthcare services. The baby boomers (those born between 1946 and 1964) will start turning 65 in 2011, and the number of older people will increase dramatically during the 2010–2030 period. The older population in 2030 is projected to be twice as large as their counterparts in 2000, growing from 35 million to 72 million and representing nearly 20 percent of the total U.S. population. These population changes will produce a large physician shortage of between 50,000 and 139,000.

There are about 220,000 physician offices in the U.S. This is an increase of 25,000 from two years ago. About 75% of all physician offices are small with fewer than 10 employees, including doctors, while only about 1,300 offices have more than 100 employees. According to survey respondents, nearly 50% report only two to five physicians in their office. Nearly 50% also report having 15 or more individuals working in their physician's office.

According to industry reports, Independent Practice Associations (IPAs) are becoming more popular, because they allow physicians to remain small and independent by enabling them to contract with managed care plans without having to join a large group practice or sign exclusive agreements.

All of our survey respondents reported not being part of a larger organization.



Medical Benefits

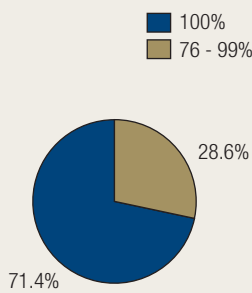
Because workers in the healthcare industry are very knowledgeable about medical insurance plans, fringe benefits are usually high, averaging to 30% of compensation according to industry reports. According to the 2010 survey respondents, 100% of practitioners offer health insurance coverage. Meanwhile, 71% of the respondents offering health insurance to their employees pay the entire individual expense.

Beyond health insurance coverage, most respondents also offer additional benefits to their employees. The 2010 survey respondents reported more than 85% offer retirement plans to their employees with the majority offering a match pension plan.

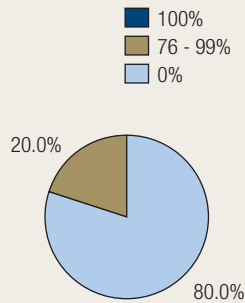
According to our survey results, over 85% offer life insurance coverage with all of those respondents paying 100% of the coverage amount. In addition, 100% offer 401(k) plans to employees.

Health Insurance

Individual Percentage Paid by Company

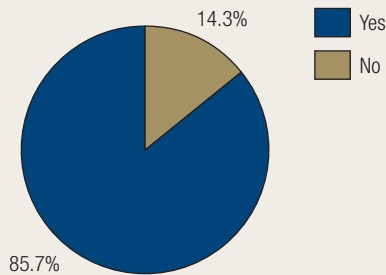


Family Percentage Paid by Company

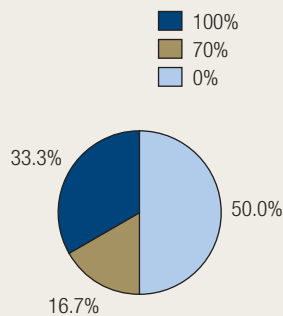


Dental Insurance

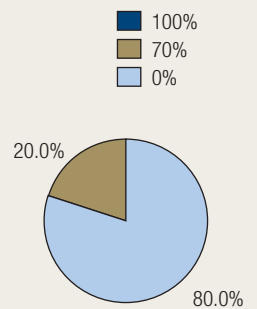
Do you offer dental insurance coverage to your employees?



Individual Percentage Paid by Company

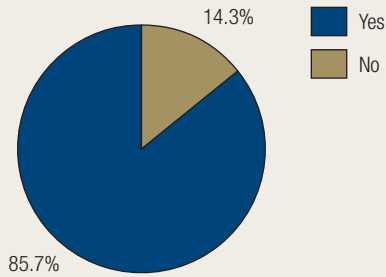


Family Percentage Paid by Company

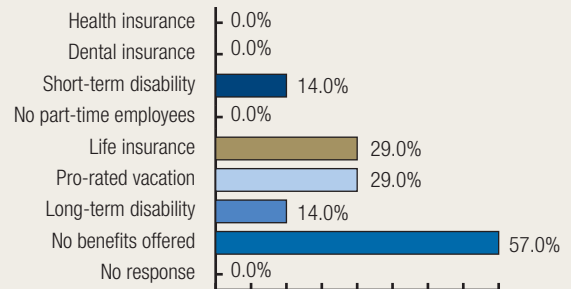


Medical Benefits

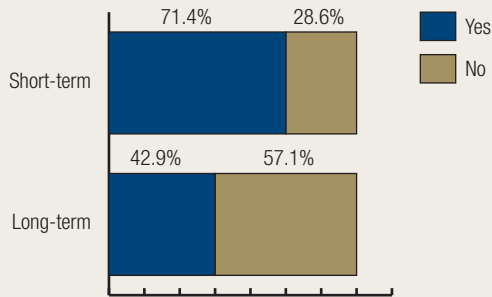
Do you offer life insurance coverage to your employees?



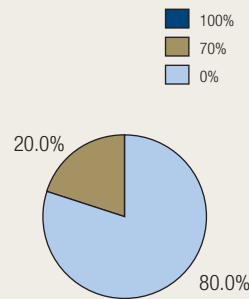
What benefits do you offer your part-time employees?



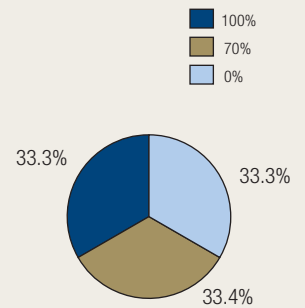
Do you offer disability coverage to your employees?



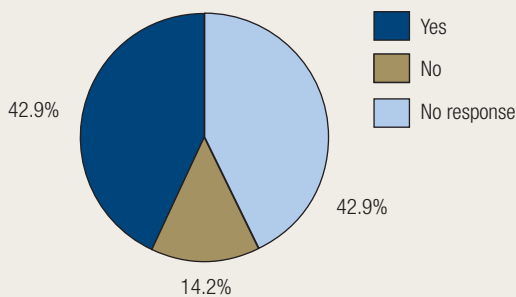
Short-term Percentage Paid by Company



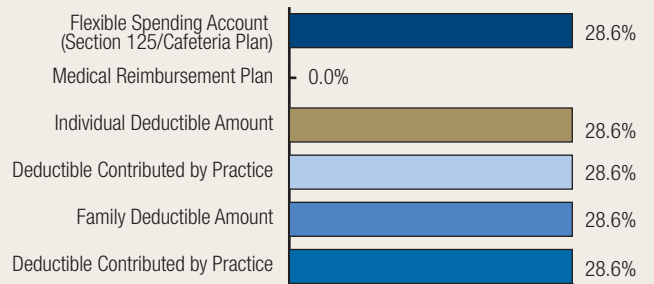
Long-term Percentage Paid by Company



Do you offer health benefit plans to your employees?

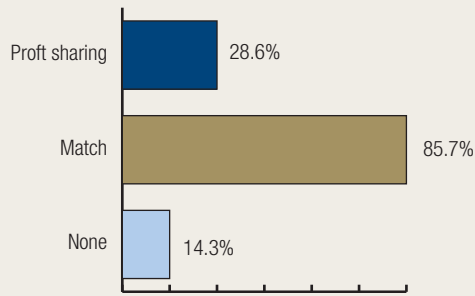


Do you offer the following health benefit plans?

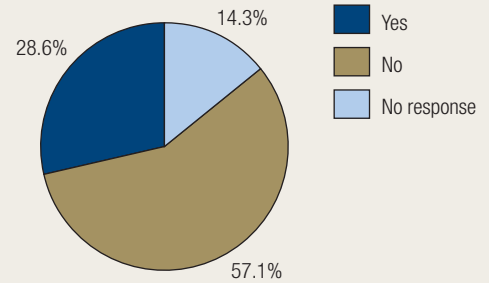


Medical Benefits

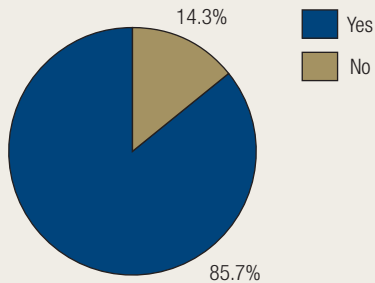
Pension Plans Offered



Do you offer a defined benefit plan?



If you offer employees a retirement plan, are they allowed to select their own investments?

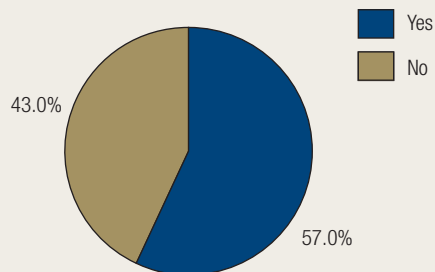


Number of Days Received Per Year

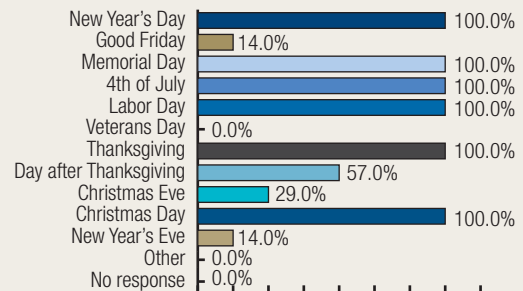
Vacation	Average	Range
Under 1 year	8	0 – 15
1 – 5 years	14	10 – 16
5 – 10 years	19	15 – 22
11+ years	23	15 – 28

Sick Time	Average	Range
Under 1 year	5	0 – 11
1 – 5 years	8	6 – 11
5 – 10 years	8	6 – 11
11+ years	8	6 – 11

Does your company offer a uniform allowance for non-physician staff?



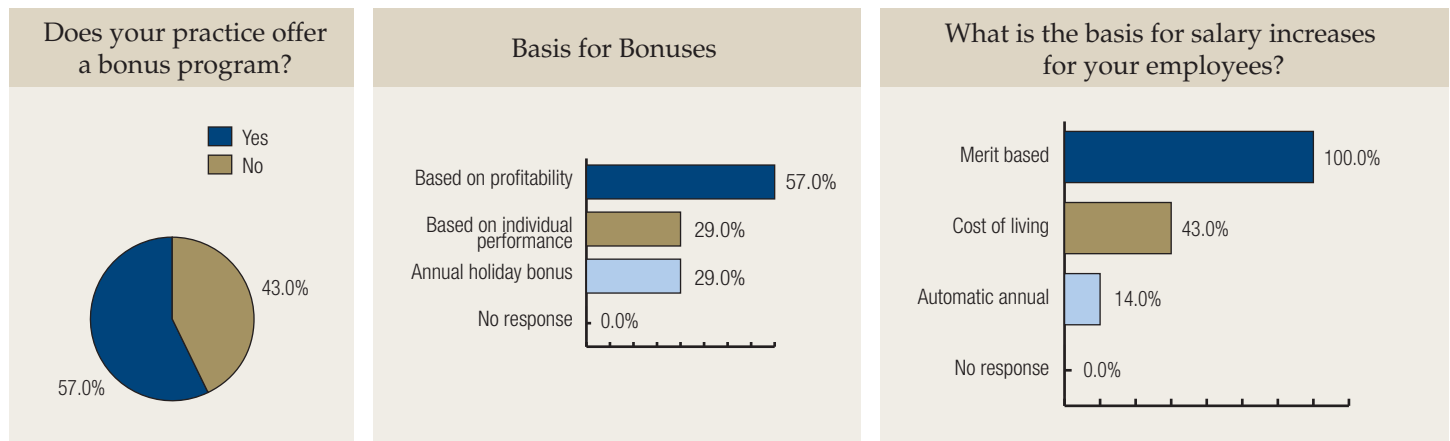
Holidays Observed



Medical Compensation

According to the Bureau of Labor Statistics, the average hourly wages of employees in United States medical offices increased from \$22.75 in 2009 to \$24.03 in 2010. The average medical wage has further increased to \$25.22 in January 2011. The survey respondents reported average wages of \$19.85 for 2010.

The majority of survey respondents reported their criteria for increasing employee salaries is primarily merit based. In addition, 57% of the respondents distribute bonuses based on profitability.



Full-time and Part-time Wages

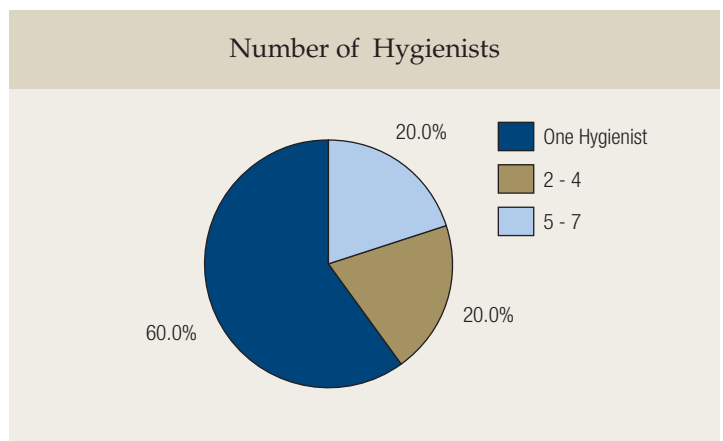
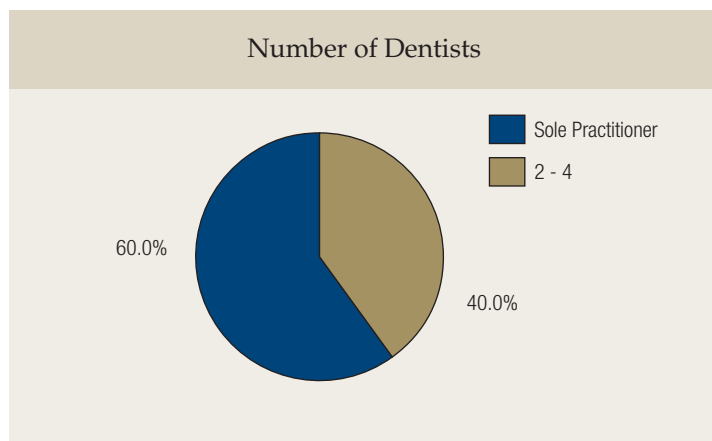
	Average	Range
Practice Administrator		
FT Hourly	\$29.66	\$14.58 – \$45.77
Years Experience	15.3	1.0 – 40.0
Front Office Supervisor		
FT Hourly	\$17.82	\$14.58 – \$20.87
Years Experience	8.3	2.0 – 20.0
Bookkeeper(s)		
FT Hourly	\$26.88	\$13.13 – \$40.63
Years Experience	7.3	1.0 – 20.0
Transcription		
FT Hourly	\$12.52	\$11.35 – \$13.69
Years Experience	6.7	6.3 – 7.0
Credit & Collections/Billing Supervisor		
FT Hourly	\$16.41	\$12.86 – \$21.95
PT Hourly	\$17.13	\$16.25 – \$18.00
Years Experience	10.6	3.0 – 20.0
Insurance/Accounts Receivable		
FT Hourly	\$17.47	\$13.50 – \$20.60
Years Experience	11.7	3.0 – 27.5
Medical Record/File Clerk		
FT Hourly	\$10.96	\$9.00 – \$12.53
Years Experience	3.8	2.0 – 7.0
Registered Nurse, R.N.		
FT Hourly	\$17.50	\$15.00 – \$20.00
Years Experience	8.0	6.0 – 10.0

	Average	Range
Administrative Assistant/Receptionist		
FT Hourly	\$12.00	\$10.25 – \$17.85
Years Experience	3.6	1.5 – 5.5
Other Office Clerks		
FT Hourly	\$11.78	\$9.75 – \$16.00
Years Experience	7.63	1.0 – 25.0
Referral Coordinator		
FT Hourly	\$14.50	\$11.00 – \$18.00
Surgery Scheduler		
FT Hourly	\$13.00	\$10.00 – \$16.00
Years Experience	3.8	0.5 – 7.0
X-Ray Tech, B.M.O.		
FT Hourly	\$20.80	\$20.00 – \$21.59
Years Experience	2.8	1.0 – 4.5
Certified Medical Assistant, M.A.		
FT Hourly	\$11.35	\$9.10 – \$13.00
Years Experience	5.3	1.3 – 12.5
Nurse Practitioner		
FT Hourly	\$41.30	\$38.46 – \$45.02
Years Experience	12.2	3.0 – 30.0
Licensed Practical Nurse, LPN		
FT Hourly	\$17.50	\$15.00 – \$20.00
Years Experience	8.0	6.0 – 10.0

Description of Dental Survey Respondents

According to national industry reports, demand for dental services is driven largely by demographics. Children ages five to 19 and adults over the age of 55 require the most dental work. There will continue to be a rise in specialty dental services because of the growing number of baby boomers.

According to national industry reports, roughly 130,000 dentist offices and clinics operate in the United States, most of which are comprised of sole practitioners, but group practices are growing. The 2010 survey respondents echoed this by responding with 60% operating with one practitioner. According to industry reports, there are fewer incoming dentists, leading to a projected shortage. This decline in practitioners is giving dental hygienists increased responsibility in their roles and, therefore, performing more tasks without dentist supervision. About 60% of survey respondents reported having one hygienist in their office.

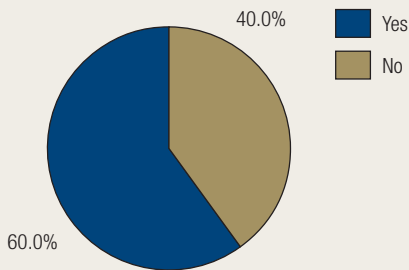


Dental Benefits

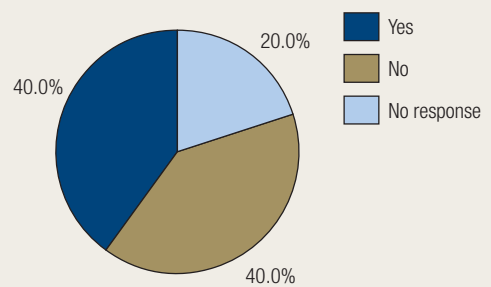
According to national industry reports, because workers in the healthcare field are very knowledgeable about medical insurance plans, practitioners usually offer excellent fringe benefits. According to the 2010 survey respondents, 60% of practitioners offer health insurance coverage. Meanwhile, all of the respondents offering health insurance to their employees pay the entire individual expense, but none pay for any of the family expense. Half of survey respondents reported providing dental insurance coverage to their employees, and that half also pays for all individual and family expenses. About 60% offer life insurance. Meanwhile, all of the respondents offering life insurance pay the entire expense. All survey respondents reported offering no short-term or long-term disability for employees.

Beyond health insurance coverage, most respondents also offer additional benefits to their employees. Over 80% of the 2010 survey respondents reported they offer retirement plans to their employees with 60% offering a match program. Also, 60% offer a 401(k) plan.

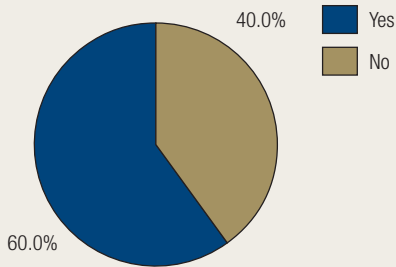
Do you offer health insurance coverage to your employees?



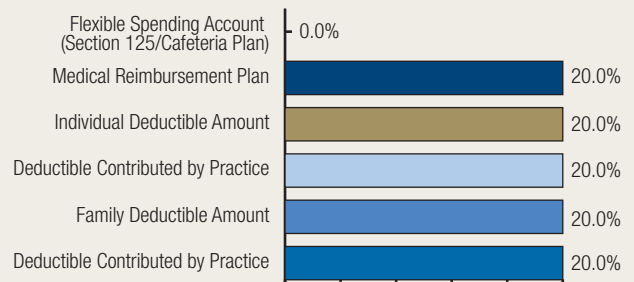
Do you offer dental insurance coverage to your employees?



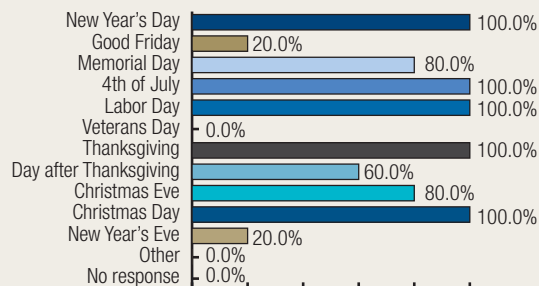
Do you offer life insurance coverage to your employees?



Do you offer the following health plans?

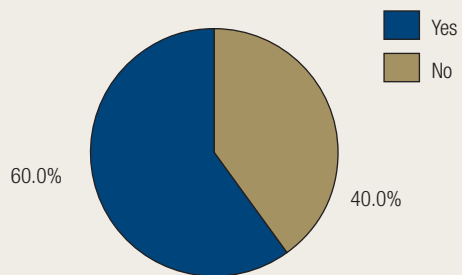


Holidays Observed

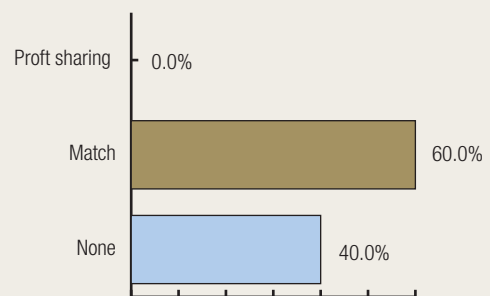


Dental Benefits

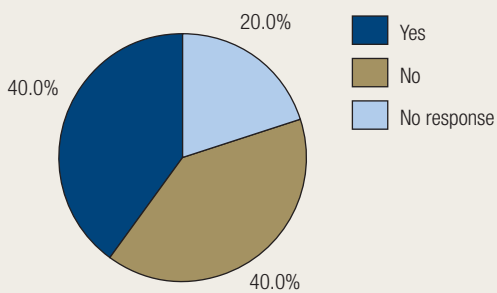
Do you offer a 401(k) plan to your employees?



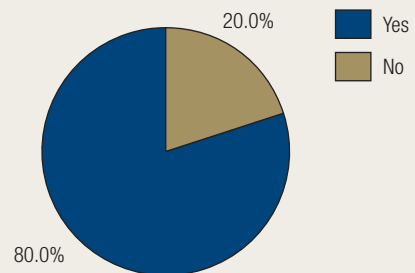
Pension Plans Offered



Do you offer a defined benefit plan?



If you offer employees a retirement plan, are they allowed to select their own investments?

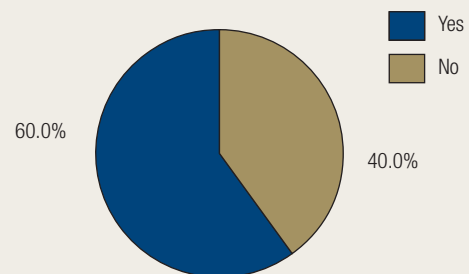


Number of Days Received Per Year

Vacation	Average	Range
Under 1 year	0	–
1 – 5 years	8	1 – 10
5 – 10 years	10	2 – 15
11+ years	11	3 – 15

Sick Time	Average	Range
Under 1 year	3	0 – 5
1 – 5 years	5	0 – 10
5 – 10 years	5	0 – 10
11+ years	5	0 – 10

Does your company offer a uniform allowance for non-physician staff?

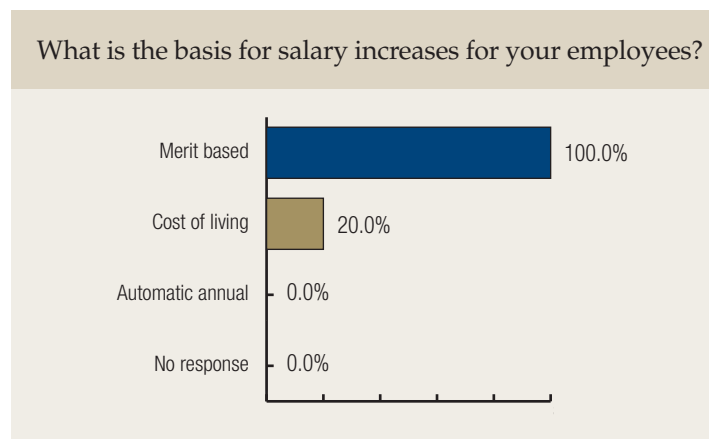
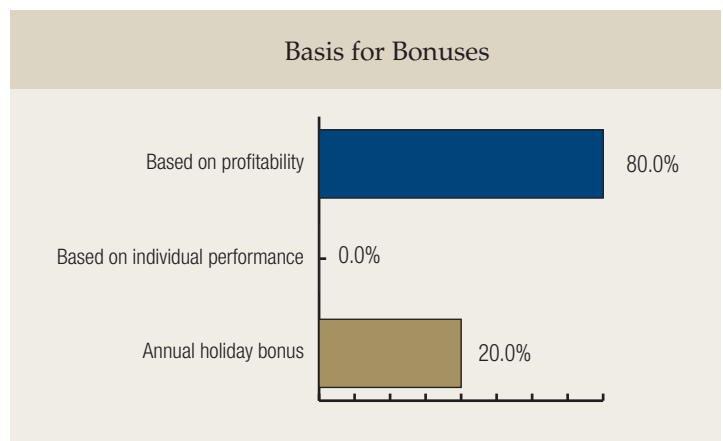
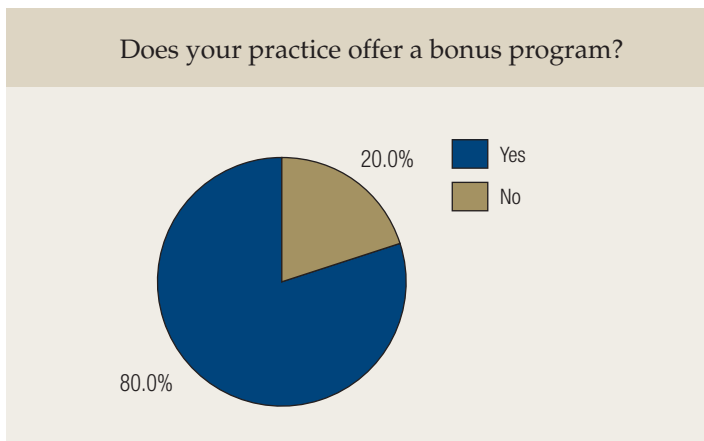


Dental Compensation

According to the Bureau of Labor Statistics, the average hourly wage of employees in United States dental offices increased from \$22.38 in 2009 to \$22.65 in 2010. Most recently, earnings increased to \$23.11 in January 2011. Mirroring national statistics, the 2010 survey respondents reported average wages of \$22.94.

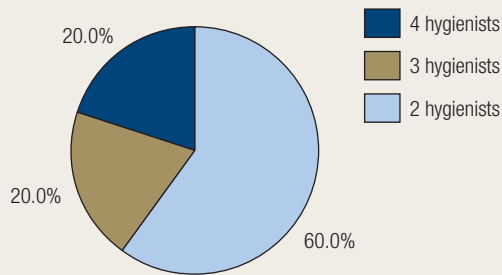
The majority of 2010 survey respondents stated their employees' salary increases are primarily merit based. In addition, 80% of the respondents give bonuses based on profitability.

The 2010 survey respondents also report that 100% of dental assistants are full-time employees.

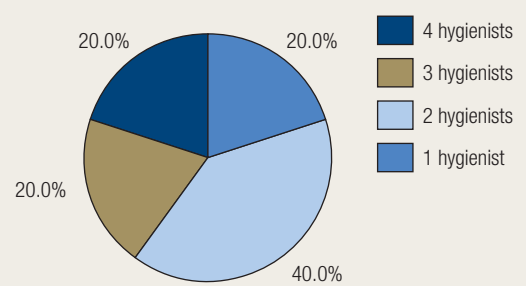


Dental Compensation

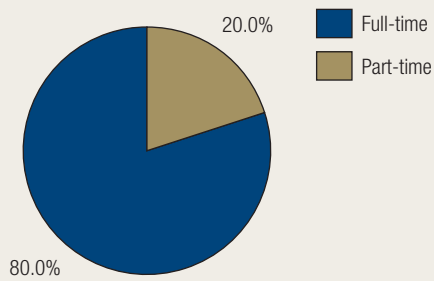
Number of Hygienists



Number of Dental Assistants



Employment Type



Average Wages

Dental Assistant	
FT Hourly	\$14.54
Years Experience	8.9

Average Wages

Hygienist	
FT Hourly	\$40.07
PT Hourly	\$43.44
Years Experience	16.2

Dental Compensation

Full-time and Part-time Wages

Hygienists and Dental Assistants

	Average	Range
Hygienist 1		
FT Hourly	\$38.25	\$25.00 – \$50.00
Years Experience	13.2	5.0 – 20.0
Hygienist 2		
FT Hourly	\$41.88	\$38.75 – \$45.00
Years Experience	14.4	5.0 – 20.0
Hygienist 3		
FT Hourly	\$41.88	\$38.75 – \$45.00
Years Experience	18.5	17.0 – 20.0
Dental Assistant 1		
FT Hourly	\$15.10	\$10.00 – \$19.00
Years Experience	10.3	2.0 – 15.0
Dental Assistant 2		
FT Hourly	\$15.06	\$12.00 – \$17.50
Years Experience	13.7	11.0 – 17.0
Dental Assistant 3		
FT Hourly	\$14.00	\$12.50 – \$15.50
Years Experience	8.5	5.0 – 12.0

Polled Positions

	Average	Range
Office Manager		
FT Hourly	\$19.54	\$14.00 – \$28.00
Years Experience	13.2	5.0 – 20.0
Phone/Appointment Operator		
FT Hourly	\$14.13	\$12.00 – \$17.00
Years Experience	5.5	2.0 – 13.0
Insurance Clerk		
FT Hourly	\$15.25	\$15.00 – \$15.50
Years Experience	5.5	5.0 – 6.0



Beall Barclay & Company, PLC

Fort Smith – 3101 S. 70th Street | Fort Smith, AR 72903
P: 479-484-5740 | 800-825-3608 | F: 479-484-0670

Rogers – 2005 W. Elm Street | Rogers, AR 72758
P: 479-636-4461 | 800-636-1803 | F: 479-631-2691

www.beallbarclay.com