

Dentrix Mastery Tracks

SPOTLIGHT

Dentrix Mastery Tracks™ helps dental professionals improve, measure, and demonstrate their Dentrix skills. Read on to find out about Erin Silva, a hygienist who has completed four Mastery Tracks tests and earned two specialist certificates.



ERIN SILVA | HYGIENIST

Where do you work?

I work at Lakepoint Dental in Elk Grove, California

What is your title?

I'm a Registered Dental Hygienist (RDH, BS).

What are some of the duties you're responsible for within your practice?

I am in charge of the hygiene department in our office. In addition to the normal prophylaxis, periodontal maintenance, scaling and root planning, laser, etc., I keep an eye on hygiene production and schedule and help to train new staff. I also numb the doctor's patients, take records and pictures for insurance claims, do patient whitening, schedule appointments, treatment plan, assist with fillings/extractions/crowns, help in sterilization, answer the phone, respond to emails, send referrals, you name it! Our office is small and we are all cross-trained! It's wonderful!

How long have you worked with Dentrix?

I have been working with Dentrix for about 5 years.

Which certificates have you earned?

I have earned the Dentrix Clinical Specialist and Dentrix Financial Specialist certificates.

What got you interested in Dentrix Mastery Tracks?

In the course of day-to-day tasks, I found myself contacting Dentrix Customer Support. When I discovered Mastery Tracks, it was a no-brainer. I was excited to have found this great resource and to be able to answer my own questions before they even came up!

How has participating in Mastery Tracks helped you use Dentrix?

Mastery Tracks has not only helped me improve my own efficiency, but also the efficiency of our entire staff. If someone has a question, they know they can ask me instead of contacting Dentrix Customer Support for how-to questions.

How has becoming a Dentrix specialist improved your career?

Dentrix Mastery Tracks has given me a more comprehensive view of both the software and of our office as a whole. I am now able to be more efficient and thorough with detailed tasks such as charting and setting up comprehensive treatment plans, but I also know how to look at big picture things like evaluating office collections, referrals, and goals. I am a more valuable asset in this way as I know more about every aspect of the business.

What is your favorite Dentrix tip or trick?

My favorite Dentrix tips are using the Ins Today's Procedures button to automatically batch the claim for the day's procedures and the Treatment Planner view in the Patient Chart—it helps to visualize the treatment needed while planning it out. You can create separate cases for complex treatment plans, linking them together, prioritizing different phases of treatment, planning out appointments, and explaining it all to the patient all from one area.

Take a course. Take a test. Earn a certificate.

Visit Dentrix.com/Mastery and start using Dentrix Mastery Tracks to help your team improve, measure, and demonstrate their Dentrix skills.