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## Dentrix Mastery Tracks

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# SPOTLIGHT

Dentrix Mastery Tracks™ allows dental professionals to test how well they understand and can use Dentrix. Read on to find out about Kelli Wall, an office manager who has completed all eight Mastery Tracks tests and earned all four specialist certificates.



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**KELLI WALL** | OFFICE MANAGER

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### **Where do you work?**

Bright Smiles Dental in Tooele, Utah

### **What is your title?**

Office Manager

### **What are some of the duties you're responsible for in your practice?**

As an office manager, I hold various responsibilities which include managing insurance and patient accounts, tracking production and collections, using the practice schedule to reach high production levels, and ensuring that the practice is running efficiently.

### **How long have you worked with Dentrix?**

I have worked with Dentrix for four years, and I have been amazed at how beneficial this software is—not only for my specific job, but for my office as a whole!

### **Which certificates have you earned?**

Dentrix Clinical Specialist, Dentrix Front Office Specialist, Dentrix Financial Specialist, Dentrix Practice Analysis Specialist.

### **What got you interested in Dentrix Mastery Tracks?**

I was introduced to Dentrix Mastery Tracks at a meeting with some of my fellow office managers. I love a good challenge and learning new things about Dentrix, so I was determined that I would complete the tests!

### **How has participating in Mastery Tracks helped you use Dentrix?**

Completing the Dentrix Mastery Tracks program opened my eyes to things I didn't realize Dentrix could do. I learned new (and sometimes easier) ways to use Dentrix, and the tests helped me focus on the areas where I can improve. My participation in Mastery Tracks has also helped challenge the other staff members to complete the program.

### **How has becoming a Dentrix specialist improved your career?**

Becoming a Dentrix specialist has made me more comfortable and confident in using all of the modules in Dentrix. I like that I can be an example to my other staff members of the importance of learning the software and understanding how it can be used.

### **What is your favorite Dentrix tip or trick?**

One tip that I have used a lot since completing the Dentrix Mastery Tracks program is updating secondary insurance benefits from the primary insurance claim. This feature has made billing two insurances for our patients more efficient when they have a change in insurance while the primary claim is pending. I also love that I can put status notes on insurance claims and view them on my Insurance Aging Report so I know the status of each claim I have sent. Plus, who doesn't love the Office Journal?

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Is your team ready for your success? Visit [Dentrix.com/Mastery](https://Dentrix.com/Mastery) and start using Dentrix Mastery Tracks to give your team the tools they need to measure and improve their Dentrix skills.