



FAQs

Mastery Tracks

Frequently Asked Questions

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Program Details

What is Dentrrix Mastery Tracks?

Dentrrix Mastery Tracks provides a fast, affordable way to find out how well Dentrrix professionals understand and can utilize all the capabilities in Dentrrix, quickly identify areas where their knowledge is lacking and then provide the targeted training they need to improve their skills.

Mastery Tracks is made up of four tracks, each featuring one or more tests that align with specific job functions and responsibilities in a dental practice. Successfully passing these tests demonstrates ability to understand and apply Dentrrix skills.

Mastery Tracks features comprehensive learning resources, including workshop courses in your area, personalized training in your office or over the phone, and self-paced online learning materials that teach the tasks necessary for using Dentrrix effectively. These resources can be used to prepare for the tests.

When a test is completed, test takers will find out immediately if they passed—and receive a certificate for every test they complete successfully. If they don't pass on their first try, they'll receive feedback on items they missed and can even retake the test one time free of charge. Then, when they complete all of the tests in their chosen track, they will receive a specialist certificate they can download or print to prove their competence.

How will Dentrrix Mastery Tracks benefit my practice?

It depends on your roles and responsibilities, but Mastery Tracks has something important for every member of the team.

DENTISTS AND OFFICE MANAGERS:

- Find more qualified applicants—by quickly evaluating how well they really know Dentrrix.
- Accurately assess the Dentrrix knowledge of every member of your team.
- Achieve all the benefits of Dentrrix with people who know how to make the most of every feature.

FRONT OFFICE TEAMS, ASSISTANTS AND HYGIENISTS:

- Prove your Dentrrix competence to your boss and coworkers.
- Earn trust and greater responsibility by gaining certificates in new areas.
- Enjoy the satisfaction that comes from improving skills and becoming more valuable



What exactly do the tests cover?

There are eight tests, grouped into four mastery tracks:

 <p>FRONT OFFICE</p> <ul style="list-style-type: none"> ✓ Scheduling ✓ Patient Information ✓ Continuing Care 	 <p>FINANCIAL</p> <ul style="list-style-type: none"> ✓ Billing & Accounts Receivable ✓ Insurance
 <p>PRACTICE ANALYSIS</p> <ul style="list-style-type: none"> ✓ Practice Analysis & Security 	 <p>CLINICAL</p> <ul style="list-style-type: none"> ✓ Charting ✓ Treatment Planning

For more information on the topics and tasks covered in each test, visit www.Dentrix.com/Mastery and download the test blueprints.

How does a team member become a specialist?

When team members pass one test, they receive a certificate showing that they have passed a test in a specific Dentrix competency, such as continuing care or insurance. When team members pass all the tests in a mastery track, they receive a specialist certificate and are recognized as a Dentrix specialist in that area. For example, if a team member passed the Billing & A/R test and the Insurance test, she or he will be recognized as a Dentrix Financial Specialist.

Is Dentrix Mastery Tracks a certification program?

No, but it is similar. Both Mastery Tracks and certification require a person to pass a test, but certification has more stringent requirements, and is often used where health, safety, or industry/government requirements demand it.

How often will I have to renew my Dentrix certificates?

Dentrix certificates are good for the version of Dentrix specified on the certificate. They generally do not need to be renewed. Taking a new test is recommended when a new version of Dentrix and new tests are released.

Who do I contact if I have a problem?

We're here to help. Simply email the Mastery Tracks team at DentrixMasteryTracks@henryschein.com.

I've forgotten my username or password. How do I find out what it is?

Go to www.Dentrix.com/Mastery and click the link to enter the testing site. Click the "I forgot my username or password" link and follow the directions. Your username and password will be emailed to you.

How do I find out more or register for the program?

Visit www.Dentrix.com/Mastery and follow the registration links.

Do you have a Mastery Tracks program for other Henry Schein products, like Dentrix Enterprise or Easy Dental?

Not currently, though we may consider it in the future.



Pricing

How much does it cost to take a test?

\$29.95 is the standard fee, which includes one retake of the test, if needed. Further discounts apply if you purchase all the tests in a track at the same time.

For example, if you are working on becoming a Dentrrix Financial Specialist, you could purchase the Insurance test and the Billing & Accounts Receivable test at the same time—and save money.

For a limited time, Henry Schein is offering an additional \$5 per test discount—lowering the fee for both individual tests and tracks.

SINGLE TEST	FRONT OFFICE SPECIALIST TRACK	FINANCIAL SPECIALIST TRACK	CLINICAL SPECIALIST TRACK	PRACTICE ANALYSIS SPECIALIST TRACK
Standard Pricing				
\$29.95	\$74.85	\$49.90	\$49.90	\$29.95
Introductory Promotional Pricing				
\$24.95	\$59.85	\$39.90	\$39.90	\$24.95
	Three tests: <ul style="list-style-type: none"> • Patient Information • Scheduling • Continuing Care 	Two tests: <ul style="list-style-type: none"> • Billing & Accounts Receivable • Insurance 	Two tests: <ul style="list-style-type: none"> • Charting • Treatment Planning 	One test: <ul style="list-style-type: none"> • Practice Analysis & Security

I plan on paying for my employees' tests. How can I do that?

There are two ways. When an employee is logged into their testing account, you could select a test and prepay using your business-related credit card or PayPal account. As an alternative, you could have an employee pay for their test, then reimburse them when they have completed it.



Preparing for the Test

What's on the test?

There are 35-60 multiple-choice and simulation questions on each test. Typically, about 75 percent of the questions are simulations, which require completion of specific tasks.

What resources are available to prepare for a test?

Test blueprints are provided for each test at www.Dentrix.com/Mastery. The blueprints list the tasks and skills that may be included on the test. You can learn those skills in several ways:

- Attend an interactive Dentrix training workshop
- Receive one-on-one training in your office or online from a certified Dentrix trainer
- Study self-paced learning plans in the Dentrix Resource Center (free with your practice's Dentrix Customer Service Plan).
- Practice tasks with Dentrix in your office or with the Dentrix Learning Edition at home.

How do I log in to the Dentrix Resource Center?

Go to www.Dentrix.com/Resource-Center/ and log in using your practice's Dentrix Customer ID and ZIP code. If you don't know your Customer ID, select the "How do I find my Customer ID?" link on the login page.



Taking the Test

How do I take a test?

Sign up at www.Dentrix.com/Mastery. When you sign up, you will provide some personal information and create a username and password. You can take tests immediately after you sign up, or later at your convenience. If you return later to take the test, you will log in to the testing site with your username and password. You will also pay (via credit card or Paypal) for the test when you indicate you want to take it. Tests are accessible 24/7. Please be aware that tests require the Adobe Flash Player and a computer with high-speed Internet access.

How do I log in to take a test?

Go to www.Dentrix.com/Mastery, click on the testing site link and log in using your username and password.

How long do the tests take?

You will need between 50 and 75 minutes to take a test (depending on how long the test is), plus a few minutes to set up an account or log in.

Are tests timed?

Yes. A timer on each test shows test takers how much time is remaining.

What are the system requirements for the computer I use for testing?

You will need a computer with the Adobe Flash Player. You can download the latest version of Adobe Flash at <http://get.adobe.com/flashplayer/>. You will also need a high-speed Internet connection. We recommend a minimum download speed of 5 mbps. You can test your connection speed for no charge at www.speedtest.net.

What should I do if I can't finish a test all at once?

If your Internet connection is interrupted by an emergency, such as a power failure, the testing system will save what you have done and you will be able to resume taking the test when your connection is available. The system will remember where you are in the test and how much time you have left. You can also exit the test to attend to other needs and return later. Just log back in at your earliest convenience and complete the test. However, please understand that once you begin a test, you must complete it within 24 hours.

What happens if I can't complete a test within the time limit?

The test will time out and give a score based on how many items you have answered correctly, which will determine whether you pass the test.



After the Test

How do I find out whether I passed?

Test results are provided on screen immediately after you complete a test.

What happens if I fail a test?

When you complete a test, the testing system will display a list of knowledge and skills you need to improve, along with a link to recommended learning resources. Use in the resources to prepare to retake the test. You can take the test again free of charge after a 24-hour waiting period.

How can I review my results from previous tests?

Go to www.Dentrix.com/Mastery, log in to the testing site, click the “My Account” tab, and then click the “Display my history including test results” link. Links to the results pages for every test you have taken will be displayed.

How do I get my skill or specialist certificate?

When you pass a test, the results page will include a link to the certificate. You can download or print your certificate from there. Every time you pass a test, you will also receive a confirmation email message with a link to the certificate. Once you have passed all the tests in a mastery track, you will also receive a specialist certificate.

How can I replace a lost certificate?

Go to www.Dentrix.com/Mastery and log in to the testing site.. Select the “My Account” tab and then click the “Display my certificates” link. You can view, download, or print your certificate.

Can I get CE credits when I pass a test?

No. Most organizations that grant CE credits require specific instructional time, and do not allow other forms of recognition, such as a certificate, to be granted at the same time as CE credits. However, you can get CE credits for attending a Dentrix training workshop.

Henry Schein Practice Solutions (“HSPS”) has developed a skills program for users of its Dentrix practice management software. The goal of Dentrix Mastery Tracks is to promote professionalism and uniformity in the use of Dentrix. An individual earns a Dentrix competency certificate by preparing for and passing a test that assesses proficiency in a set of related Dentrix knowledge and skill areas. Earning a Dentrix competency certificate is only an indicator that an individual has completed certain examination requirements. Earning a Dentrix competency certificate by preparing for and passing a relevant competency test may demonstrate an individual’s commitment to performing quality work; however, a Dentrix competency certificate is not a guarantee or assurance of the competency or ability of any particular individual. HSPS does not guarantee or endorse the actual quality of work performed by any specific individual and expressly disclaims all responsibility and liability for such individuals.

Get the Information and Training Your Team Needs to Succeed

Dentrix Mastery Tracks will help you evaluate and assess your team's Dentrix knowledge, but that's only the beginning. You can also rely on Henry Schein to help you gain the information and training your team needs to be successful—with a complete range of online and in-person learning options. These resources will help your team members prepare for tests and fill in any knowledge gaps that become apparent after they take tests.



TEST BLUEPRINTS

Use these detailed outlines to learn exactly what you need to know to successfully complete each Mastery Tracks test.



LIVE TRAINING

Attend a Dentrix training workshop in your area, travel to our intensive three-day Business of Dentistry conference or bring a Dentrix instructor right to your office for in-depth, personalized training on crucial Dentrix concepts and skills.



OTHER INDEPENDENT LEARNING RESOURCES

Read *Dentrix Magazine* and the *Dentrix eNewsletter* for valuable tips and tricks on a variety of Dentrix features.



DENTRIX RESOURCE CENTER

Take advantage of this extensive online repository to access Dentrix learning plans, on-demand training videos, user guides, knowledgebase articles and more. Unlimited access to the Resource Center is included with all Dentrix Customer Service Plans.



DENTRIX LEARNING EDITION

If you don't have access to the full Dentrix software, install this limited-use version of Dentrix and use a corresponding study guide to walk through important Dentrix features and complete practice exercises.