

## Dentrix Mastery Tracks

# SPOTLIGHT

Dentrix Mastery Tracks™ allows dental professionals to test how well they understand and can use Dentrix. Read on to find out about Casey Wright, a practice administrator who has completed eight Mastery Tracks tests and earned all four specialist certificates.



**CASEY WRIGHT** | PRACTICE ADMINISTRATOR

### Where do you work?

Borsky Dental Group and Eastern Hills Dental, Cincinnati, Ohio

### What is your title?

Practice Administrator

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

I manage all of the daily activities of two offices consisting of 10 employees at one location and 5 at another. I am in charge of all HR matters including recruiting and hiring team members, as well as payroll administration and employee coaching and training. I monitor practice reports and implement changes in systems to meet the ever-changing needs of the practices, and ensure they meet collection, production, and customer service goals. I monitor accounts receivable and treatment presentation reports to ensure policies are being followed and goals are being met. I handle all responsibilities relating to practice finances including accounts payable and setting up and adhering to budgets to meet practice goals.

### How long have you been with this practice?

I have been with the practice for 16 years. This included a practice transition and purchasing two additional practices.

### How long have you worked with Dentrix?

I have worked with Dentrix for approximately 20 years.

### Which certificates have you earned?

I have earned all four of the Dentrix Specialist Certificates: Dentrix

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

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

I am always in search of educational opportunities and certifications. When I found out Dentrix was offering a program that would test and expand my knowledge of a critical system used for my practices, I couldn't wait to try it out.

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

I have learned a lot through Mastery Tracks and have been able to implement new daily procedures because of it. I have also used Mastery Tracks as a tool to test the knowledge of potential team members.

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

Achieving any certificate gives me a great sense of pride. Achieving certificates in such a critical system that is a cornerstone of our practice gave me the confidence to transition a newly purchased practice to Dentrix and provide training to the team.

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

There are so many great things about Dentrix it is hard to pick one. The two things that help me the most on a daily basis are the Treatment Manager and the Practice Advisor. The List Manager is also a really great feature that allows me to be able to track many things easily.

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.