

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 LaVerne McNeil, a regional director who has completed six Mastery Tracks tests and earned three specialist certificates.



LAVERNE MCNEIL | REGIONAL DIRECTOR

Where do you work?

Lane and Associates D.D.S., P.A. in Angier, NC

What is your title?

Regional Director

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

I travel to seven offices making sure production and collection goals are on pace. I am responsible for training managers and front desk employees and hiring new managers and front desk staff. I ensure that insurance claims are sent out efficiently and accurately. I also keep the office up to date with the software and make sure both the administrative and clinical staff are getting the most out of Dentrix.

How long have you worked with Dentrix?

6 years

Which certificates have you earned?

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

What got you interested in Dentrix Mastery Tracks?

Dr. Lane of Lane and Associates has the largest single-owned practice in North Carolina, with 26 offices. It took us a little over

two years to convert 21 of those offices to Dentrix. This has been an exciting experience for me to be on the ground floor of new software for our offices and helping everyone to see the benefits of using Dentrix. There is still so much that Dentrix has to offer, and by challenging myself with Dentrix Mastery Tracks I can see where I need improvement and find tips to help our offices.

How has participating in Mastery Tracks helped you use Dentrix?

I've learned how to maneuver within the software more proficiently. My goal is to master all the tracks.

How has becoming a Dentrix specialist improved your career?

Earning the specialist certificates has made me more valuable to the company and it keeps me excited about my career choice.

What is your favorite Dentrix tip or trick?

I found Dentrix Tip Tuesday on Pinterest, which gives me the latest tips. I LOVE the Continuing Care module! When it's used correctly you can keep up with recall patients and those that have fallen through that ever present "black hole." To keep abreast of the progress of the individual offices I refer to the Practice Advisor Report and the Daily Huddle reports.

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