

# Dentrix Mastery Tracks

## SPOTLIGHT

Dentrix Mastery Tracks™ helps dental professionals improve, measure, and demonstrate their Dentrix skills. Read on to find out about Anna Punjwani, a patient coordinator who has completed eight Mastery Tracks tests and earned all four specialist certificates.



**ANNA PUNJWANI** | PATIENT COORDINATOR

### Where do you work?

Lakeview Family Dentistry, Dr. Andrew Carrell, Hugo, Minnesota

Shirene Orandi Dentistry, Eagan, Minnesota  
Dental Experts, Minnesota

### What is your title?

Patient Coordinator

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

I'm responsible for managing daily operations, accounts management, billing and monthly sales reporting. I also analyze and audit pending insurance claims and complete forms for insurance companies to process claims. I review the aging report daily and help patients understand their accounts and work with them to arrange payment plans, if necessary. I present treatment plans and financial arrangements to patients. I also assist with clinic marketing as well as Dentrix training.

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

When I started using Dentrix seven years ago, I did not have any formal training on how to use the software. I learned a lot about how to use Dentrix by trial and error. I took interest in Dentrix Mastery Tracks because I knew the software had many more features than what I learned through trial and error. I wanted to learn how to

use Dentrix to the best of its capacity and advance my Dentrix skills. I have had to train several team members on Dentrix over the years, and I knew by taking the Mastery Tracks, I would gain more knowledge and skill when asked to do so again.

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

I really wanted to become an expert in every sub-field of the Dentrix software so that I can answer any question that team members have. I have been asked to [informally] train several team members on how to use Dentrix over the last seven years without complete knowledge of Dentrix. As a Dentrix Specialist, I have the knowledge to answer their questions with the skill and ability to properly guide them through the software so they too can master Dentrix.

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

Dentrix has so many great tips and tricks to offer, it's hard to pick just one! I would have to say the Treatment Case Report is my favorite. You can generate specific treatment plan case reports for patients that show patient friendly descriptions of their recommended treatment that factor in insurance deductibles and maximums paid by their insurance company. This report makes it easy to inform patients what their benefits will cover in the present year and provides them with all the information they need to make an informed decision about their recommended treatment case.

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

Visit [Dentrix.com/Mastery](https://Dentrix.com/Mastery) and start using Dentrix Mastery Tracks to help your team improve, measure, and demonstrate their Dentrix skills.