

Dentrix Mastery Tracks

SPOTLIGHT

Dentrix Mastery Tracks™ helps dental professionals improve, measure, and demonstrate their Dentrix skills. Read on to find out about Paige Lilley, an insurance and billing coordinator who has completed eight Mastery Tracks tests and earned four specialist certificates.



PAIGE LILLEY | INSURANCE/BILLING COORDINATOR

Where do you work?

Horizon Microscope Enhanced Dentistry,
Dr. Christopher A. Laing D.D.S., Tallahassee Florida

What is your title?

Insurance/Billing Coordinator

How long have you been in the dental field?

6 Months

How long have you worked with Dentrix?

6 Months

Which certificates have you earned?

All of them! Dentrix Front Office Specialist, Dentrix Financial Specialist, Dentrix Practice Analysis Specialist, and Dentrix Clinical Specialist.

What got you interested in Dentrix Mastery Tracks?

From the very first day I worked with Dentrix, I knew that there was a lot more to this program than what I was being shown. I started researching Dentrix training, which led me to Dentrix Mastery Tracks. Once I found Mastery Tracks I knew that this was the program for me. I completed all of the certificates and became a specialist in all 4 areas within 6 weeks of finding the program.

How has participating in Mastery Tracks helped you use Dentrix?

The Dentrix Mastery Tracks showed me step by step how to complete a process the “Dentrix way.” There is no reason to mindlessly click around trying to figure out a way to do something, when Mastery Tracks training shows you exactly how to do it step by step. One of the most impressive things that I found in this training was that the tests were not just multiple choice, they were actual hands on situations that you had to complete to pass. Every time I learned a new process I immediately took that information back to the office to share with Dr. Laing.

How has becoming a Dentrix specialist improved your career?

Being new into the dental field, becoming a Specialist has given me the confidence in myself to know that we are using Dentrix the way it was designed to be used. For me, becoming a specialist was not just about improving my career, but improving the overall productivity and profitability of the practice.

What is your favorite Dentrix tip or trick?

All of them! But my absolute favorite is entering batch insurance payments. I highlight multiple insurances by holding down the shift key and using the down arrow key on my keyboard. Once I have selected the insurances I click on the patients button that sorts the patients alphabetically. This is the most accurate and effective way to enter batch insurance payments.

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

Visit Dentrix.com/Mastery and start using Dentrix Mastery Tracks to help your team improve, measure, and demonstrate their Dentrix skills.