

Dentrix Mastery Tracks

SPOTLIGHT

Dentrix Mastery Tracks™ helps dental professionals improve, measure, and demonstrate their Dentrix skills. Read on to find out about Ja'rice Chisholm, an office manager who has completed four Mastery Tracks tests and earned two specialist certificates.



JA'RICE CHISHOLM | OFFICE MANAGER

Where do you work?

Lane and Associates VIII, DDS PA, in Fayetteville, North Carolina

What is your title?

Office manager

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

I'm responsible for ensuring compliance with corporate standards, supervising daily and month-end reconciliation, posting insurance and patient payments, submitting prior approvals, managing and directing the office to maximize efficiency, and communicating daily with senior management.

How long have you been with this practice?

4.5 years

How long have you worked with Dentrix?

6 years

Which certificates have you earned?

I have earned the Dentrix Financial Specialist and Dentrix Front Office Specialist certificates.

How has participating in Mastery Tracks helped you use Dentrix?

I feel more confident in my day-to-day duties. As you are working through the program, you are learning something new daily. I now know more about Dentrix than before, and I am able to pass this information along to other managers and to my team members.

How has becoming a Dentrix specialist improved your career?

I have the knowledge to answer questions that I couldn't answer before. This knowledge will help me further my career within my company and show that I have the drive, initiative, and willingness to learn new things that will help our company be successful.

What is your favorite Dentrix tip or trick?

I love the Collections Manager. There is nothing like being able to see your past-due accounts all in one place and view them by name, insurance estimate, or patient balance. Also, the fact that you can view any section of the patient's account (such as their Ledger, Office Journal, or Guarantor Notes) from within the Collections Manager is priceless.

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.