

Dentrix Mastery Tracks

SPOTLIGHT

Dentrix Mastery Tracks™ helps dental professionals improve, measure, and demonstrate their Dentrix skills. Read on to find out about Victoria Jimenez, a treatment and finance coordinator who has completed Mastery Tracks tests and earned specialist certificates.



VICTORIA JIMENEZ | TREATMENT AND FINANCE
COORDINATOR

Where do you work?

Rolling Oaks Dental, Larry Dougherty DDS and Ana Paula Ferraz-Dougherty DDS, San Antonio, Texas

What is your title?

Treatment and Finance Coordinator

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

I am responsible for presenting treatment plans and making financial arrangements for patients. My duties also include scheduling new patients, managing accounts, and keeping track of accounts receivable and insurance reimbursements. I also make sure insurance claims are sent correctly, and follow up on unpaid claims. I monitor the practice's production and collection goals.

How long have you been with this practice?

I've been with Rolling Oaks Dental for 5 years.

How long have you worked with Dentrix?

I have worked with Dentrix for 7 years.

Which certificates have you earned?

I have earned the Financial Specialist certificate.

How has participating in Mastery Tracks helped you use Dentrix?

I was reading *Dentrix Magazine*, and right away the article called "Become a Dentrix Front Office Specialist" caught my

attention. I knew I wanted to receive the specialist title. It's a great way to see how much you really know about Dentrix. As a leader in the practice, I need to set a good example to others, and achieving this does that. I like a challenge, and I'm proud that I earned the certificate.

How has participating in Mastery Tracks helped you use Dentrix?

Taking the Mastery Tracks courses showed me different ways of doing things that made my everyday tasks easier and more efficient. It has also shown me the areas I need to improve and learn more.

How has becoming a Dentrix specialist improved your career?

I feel more comfortable and confident in all aspects of using Dentrix. I can be a reliable source of information for any Dentrix questions my team has. Now I can use my knowledge and show my team the importance of learning and understanding the software.

What is your favorite Dentrix tip or trick?

There are quite a few! One of them is emailing patients their statements rather than having to mail them out. Patients change their addresses more often than their email address, so the task becomes much more efficient. Another is using the Treatment Planner to link the recommended case to the alternate case, which generates a more accurate patient estimate and better understanding for patients.

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.