

Dentrix Mastery Tracks

SPOTLIGHT

Dentrix Mastery Tracks™ helps dental professionals improve, measure, and demonstrate their Dentrix skills. Read on to find out about Mahara Ibarra, a dental assistant who has completed seven Mastery Tracks tests and earned three specialist certificates.



MAHARA IBARRA | DENTAL ASSISTANT

Where do you work?

I work at Ellis Family Dentistry (EFD), a large general practice in Chapel Hill, North Carolina.

What is your title?

Dental Assistant II is my title, but I have several different roles at EFD. I am the go-to person for maintaining clinical equipment, performing onsite IT maintenance, assisting all staff with Dentrix software issues or questions, and performing administrative tasks like scheduling, insurance collections, and running reports for practice analysis. I love helping Ellis Family Dentistry run efficiently, and I love learning new things.

How long have you been in the dental field?

I have been in the dental field for 14 years, and that's also how long I've worked with Dentrix.

Which certificates have you earned?

I have earned the Front Desk Specialist, Financial Specialist, and Clinical Specialist certificates.

How has participating in Mastery Tracks helped you use Dentrix?

The Mastery Tracks program helped me learn about several features in the Dentrix software that my practice has not been using. The software is full of resources to help a dental practice run efficiently. It is exciting to learn more about how to effectively use Dentrix in its full capacity.

How has becoming a Dentrix specialist improved your career?

My job is secure because the staff depend on me. I love what I do. My employer is encouraging me to grow in my field and is giving me opportunities to advance in my career, and my Dentrix knowledge is helping her manage the practice. Having a growth mindset is helping me personally and the practice professionally. I hope to someday go beyond these walls and help train others.

What is your favorite Dentrix tip or trick?

I learn new tips weekly with the Dentrix Tip Tuesday emails (dentrixtipstuesdays.blogspot.com). Recently, I learned how to enter a specific hygienist as the provider for a patient's continuing care. We were putting the information in the Prov2 field in the Family File, but when scheduling prophies for the patient Dentrix would always put the dentist (Prov1) as the appointment provider. It now defaults to the correct hygienist when scheduling recall appointments. That saves a click or two for each patient once it is set up, and is my favorite tip this week. I shared this with the entire team at our staff meeting on Tuesday. These small tips and tricks will make each day better in the long run. Next week, I will probably have another favorite tip, and I am looking forward to it.

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.