



FAQs

# Mastery Tracks

## Frequently Asked Questions

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# Program Details

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## *What is Dentrrix Mastery Tracks?*

Dentrrix Mastery Tracks provides effective ways to find out how well Dentrrix professionals understand and can utilize all the capabilities in Dentrrix, quickly identify areas where their knowledge is lacking and then provide the targeted training they need to improve their skills. It includes essentials and mastery levels to accommodate different skill levels. The Mastery Tracks program is available exclusively to practices with a Dentrrix Customer Service Plan.

The Dentrrix Essentials level is made up of three tests that cover basic Dentrrix skills. For more information on Dentrrix Essentials, see the last section of this FAQ.

The Dentrrix Mastery level is made up of three tracks, each featuring one or more tests that align with specific job functions and responsibilities in a dental practice. Successfully passing these tests demonstrates ability to understand and apply comprehensive Dentrrix skills.

Mastery Tracks features comprehensive learning resources, including online hands-on workshop courses, personalized training in your office or online, and self-paced online learning materials that teach the tasks necessary for using Dentrrix effectively. These resources can be used to prepare for the tests. Access to online Mastery Tracks learning resources is included in your Dentrrix Customer Service Plan.

When a test is completed, test takers will find out immediately if they passed—and receive a certificate for every test they complete successfully. If they don't pass on their first try, they'll receive feedback on items they missed and can even retake the test one time free of charge. Then, when they complete all of the tests in their chosen track, they will receive a specialist certificate they can download or print to prove their competence.

## *How will Dentrrix Mastery Tracks benefit my practice?*

It depends on your roles and responsibilities, but Mastery Tracks has something important for every member of the team.

### **DENTISTS AND OFFICE MANAGERS:**

- Find more qualified applicants—by quickly evaluating how well they really know Dentrrix.
- Accurately assess and develop the Dentrrix knowledge of every member of your team.
- Achieve all the benefits of Dentrrix with people who know how to make the most of every feature.

### **FRONT OFFICE TEAMS, ASSISTANTS AND HYGIENISTS:**

- Prove your Dentrrix competence to your boss and coworkers.
- Earn trust and greater responsibility by gaining certificates in new areas.
- Enjoy the satisfaction that comes from improving skills and becoming more valuable.



## What exactly do the tests cover?

There are four Essentials tests:



CLINICAL ESSENTIALS



PATIENT INFORMATION ESSENTIALS



FINANCIAL ESSENTIALS



SCHEDULING ESSENTIALS

There are seven Mastery tests, grouped into three tracks:



### FRONT OFFICE

- ✓ Scheduling
- ✓ Patient Information
- ✓ Continuing Care



### FINANCIAL

- ✓ Billing & Accounts Receivable
- ✓ Insurance



### CLINICAL

- ✓ Charting
- ✓ Treatment Planning

For more information on the topics and tasks covered in each test, visit [www.Dentrix.com/Mastery/resources](http://www.Dentrix.com/Mastery/resources) and download the test blueprints.

## How does a team member become a specialist?

When team members pass one test, they receive a certificate showing that they have passed a test in a specific Dentrix competency, such as continuing care or insurance. When team members pass all the tests in a mastery track, they receive a specialist certificate and are recognized as a Dentrix specialist in that area. For example, if a team member passed the Billing & A/R test and the Insurance test, she or he will be recognized as a Dentrix Financial Specialist.

## How often will I have to renew my Dentrix certificates?

Dentrix certificates are good for the version of Dentrix specified on the certificate. They generally do not need to be renewed. Taking a new test is recommended when a new version of Dentrix and new tests are released.



### ***Is Dentrrix Mastery Tracks a certification program?***

No, but it is similar. Both Mastery Tracks and certification require a person to pass a test, but certification has more stringent requirements, and is often used where health, safety, or industry/government requirements demand it.

### ***Who do I contact if I have a problem?***

We're here to help. Simply email the Mastery Tracks team at [DentrrixMasteryTracks@henryschein.com](mailto:DentrrixMasteryTracks@henryschein.com).

### ***I've forgotten my username or password. How do I find out what it is?***

Go to [Dentrrix.com/Mastery](https://www.Dentrrix.com/Mastery) and click the link to enter the testing site. Click the "I forgot my username or password" link and follow the directions. Your username and password will be emailed to you.

### ***How do I find out more or register for the program?***

Visit [www.Dentrrix.com/Mastery](https://www.Dentrrix.com/Mastery) and follow the registration links.

### ***Do you have a Mastery Tracks program for other Henry Schein One products, like Dentrrix Enterprise or Easy Dental?***

Not currently, though we may consider it in the future.



## Pricing

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### ***How much does it cost to take a test?***

Nothing. All Mastery Tracks resources, including both training and testing, are available at no additional charge for Dentrix Customer Service Plan subscribers.

## Preparing for the Test

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### ***What's on the test?***

Questions are multiple choice and simulations. There are 15-17 questions in each Essentials test, and 35-55 questions in each Mastery test. Typically, about 75 percent of the questions are simulations, which require completion of specific tasks.

### ***What resources are available to prepare for a test?***

Test blueprints are provided for each test at [www.Dentrix.com/Mastery](http://www.Dentrix.com/Mastery). The blueprints list the tasks and skills that may be included on the test. You can learn those skills in several ways:

- Attend an online hands-on Dentrix training workshop.
- Receive one-on-one training in your office or online from a certified Dentrix trainer.
- Study self-paced learning plans and lessons in the Dentrix Resource Center (free with your practice's Dentrix Customer Service Plan).
- Practice tasks with Dentrix in your office or with the Dentrix Learning Edition at home.

### ***How do I log in to the Dentrix Resource Center?***

Go to [www.Dentrix.com/Resource-Center/](http://www.Dentrix.com/Resource-Center/) and log in using your practice's Dentrix Customer ID and ZIP code. If you don't know your Customer ID, select the "How do I find my Customer ID?" link on the login page.



# Taking the Test

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## ***How do I take a test?***

Sign up at [www.Dentrix.com/Mastery](http://www.Dentrix.com/Mastery). When you sign up, you will provide some personal information and create a username and password. You can take tests immediately after you sign up, or later at your convenience. If you return later to take the test, you will log in to the testing site with your username and password. Tests are accessible 24/7. Please be aware that tests require a computer with high-speed Internet access.

## ***How do I log in to take a test?***

Go to the testing site and log in using your username and password.

## ***How long do the tests take?***

Essentials tests generally take 20 - 30 minutes. Mastery tests take 50 - 75 minutes. The actual length of individual tests depends on the total number of questions in that test. Plan on a few extra minutes to set up an account or log in.

## ***Are tests timed?***

Yes. A timer on each test shows test takers how much time is remaining.

## ***What are the system requirements for the computer I use for testing?***

You will need a high-speed Internet connection. We recommend a minimum download speed of 5 mbps. You can test your connection speed for no charge at [www.speedtest.net](http://www.speedtest.net).

## ***What should I do if I can't finish a test all at once?***

If your Internet connection is interrupted by an emergency, such as a power failure, the testing system will save what you have done and you will be able to resume taking the test when your connection is available. The system will remember where you are in the test and how much time you have left. By clicking the Pause button, you can also exit the test to attend to other needs and return later. Just log back in at your earliest convenience and complete the test. However, please understand that once you begin a test, you must complete it within ten days.

## ***What happens if I can't complete a test within the time limit?***

The test will time out and give a score based on how many items you have answered correctly, which will determine whether you pass the test.



# After the Test

## ***How do I find out whether I passed?***

Test results are provided on screen immediately after you complete a test.

## ***What happens if I fail a test?***

When you complete a test, the testing system will display a list of knowledge and skills you need to improve, along with a link to recommended learning resources. Use those resources to prepare to retake the test. You can take the test again free of charge after a 24-hour waiting period.

## ***How can I review my results from previous tests?***

Log in to the testing site, click the “My Account” tab, and then click History. Links to the results pages for every test you have taken will be displayed.

## ***How do I get my skill or specialist certificate?***

When you pass a test, the results page will include a link to the certificate. You can download or print your certificate from there. Every time you pass a test, you will also receive a confirmation email message with a link to the certificate. Once you have passed all the tests in a mastery track, you will also receive a specialist certificate.

## ***How can I replace a lost certificate?***

Log in to the testing site. Select the “My Account” tab and then click the “Certificates” link. You can view, download, or print your certificate.

## ***Can I get CE credits when I pass a test?***

No. Most organizations that grant CE credits require specific instructional time, and do not allow other forms of recognition, such as a certificate, to be granted at the same time as CE credits. However, you can get CE credits for attending a Dentrix training workshop.

## ***If I pass, can I share my success with others?***

Yes, the results screen after each test gives you the opportunity to share your success on Facebook, Twitter, or LinkedIn.

Henry Schein One has developed a skills program for users of its Dentrix practice management software. The goal of Dentrix Mastery Tracks is to promote professionalism and uniformity in the use of Dentrix. An individual earns a Dentrix competency certificate by preparing for and passing a test that assesses proficiency in a set of related Dentrix knowledge and skill areas. Earning a Dentrix competency certificate is only an indicator that an individual has completed certain examination requirements. Earning a Dentrix competency certificate by preparing for and passing a relevant competency test may demonstrate an individual's commitment to performing quality work; however, a Dentrix competency certificate is not a guarantee or assurance of the competency or ability of any particular individual. HSPS does not guarantee or endorse the actual quality of work performed by any specific individual and expressly disclaims all responsibility and liability for such individuals.



# Dentrix Essentials

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## ***What is Dentrix Essentials?***

Dentrix Essentials is a basic level of instruction and testing within the Dentrix Mastery Tracks program. Dentrix Essentials is a set of four online tests and courses:

- Clinical Essentials
- Financial Essentials
- Patient Information Essentials
- Scheduling Essentials

The tests measure competence in basic Dentrix skills. There is also a complete set of online lessons on Essentials topics. It provides a simpler level of Dentrix testing and learning than the regular Dentrix Mastery Tracks tests.

## ***How are Dentrix Essentials tests different from Dentrix Mastery tracks tests?***

- They are shorter, typically 15 questions rather than 50.
- They take less time to complete, typically 20-30 minutes rather than an hour.
- They cover a smaller range of topics, focused on the core tasks a Dentrix user needs to know.
- Essentials tasks have a complete set of lessons written specifically to address the core topics. The lessons generally consist of a 1-2 minute video explaining/demonstrating the task or concept, with additional written tips and explanations.

## ***How are Dentrix Essentials tests the same as Dentrix Mastery tracks tests?***

- The question types (multiple choice and simulation) are the same.
- Account creation, login, test-taking process, and test review process are the same.
- Test takers who pass an Essentials test also receive a certificate.

## ***Who should study for or take Dentrix Essentials tests?***

Dentrix users with less than a year experience, or who have a specific focus in their area of expertise, will often find Essentials tests better for testing their Dentrix skills. Dentrix users with more than a year experience, or who need to demonstrate a broad range of skills, will find the Mastery tests more appropriate.





### ***What exactly do the tests cover?***

Each test covers a focused range of core topics related to the specific test. To see a detailed list of the possible question topics in each test, view the Essentials test blueprints at [www.dentrix.com/mastery/resources](http://www.dentrix.com/mastery/resources).

### ***How much does it cost to take an Essentials test?***

Essentials tests are included in your Dentrix Customer Service Plan.

### ***What resources are available to help me prepare for an Essentials test?***

There is a complete set of task- and concept-related lessons available through the Dentrix Resource Center. Log in to the resource center using your Dentrix Customer ID and ZIP/Postal code, navigate to the Dentrix Essentials course, and create an individual learning account to study the lessons. Having the individual account will help you keep track of what lessons you have completed.

You can study the lessons at your own pace and in the order you want. When you complete an Essentials tests, the results page will also show you which topics you missed, and provide direct links to the related lessons. Log in to the Dentrix Resource Center at [www.dentrix.com/resource-center](http://www.dentrix.com/resource-center).

You can also get [in-office or online training](#) to help you prepare for the Dentrix Essentials tests.

### ***Do Dentrix Essentials tests replace Dentrix Mastery tests?***

No. They provide a more basic level of assessment, and may be more appropriate for a Dentrix user with limited experience. Dentrix Mastery tests are more appropriate for experienced Dentrix users that want to demonstrate a comprehensive skill with specific areas of Dentrix, such as Scheduling, Insurance, or Charting.

## *Get the Information and Training Your Team Needs to Succeed*

Dentrix Mastery Tracks will help you evaluate and assess your team's Dentrix knowledge, but that's only the beginning. You can also rely on Henry Schein One to help you gain the information and training your team needs to be successful—with a range of online and in-person learning options. These resources will help your team members prepare for tests and fill in any knowledge gaps that become apparent after they take tests.



### TEST BLUEPRINTS

Use these [detailed outlines](#) to learn exactly what you need to know to successfully complete each Mastery Tracks test.

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### LIVE TRAINING

Attend an [online hands-on workshop](#) or bring a Dentrix instructor right [to your office or connect online](#) for in-depth, personalized training on crucial Dentrix concepts and skills.

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### OTHER INDEPENDENT LEARNING RESOURCES

Read [Dentrix Magazine](#) online and subscribe to receive valuable tips and tricks on a variety of Dentrix features.



### DENTRIX RESOURCE CENTER

Take advantage of this [extensive online repository](#) to access Dentrix lessons and courses, user guides and other documentation, knowledgebase articles and more. Unlimited access to the Resource Center is included in all Dentrix Customer Service Plans.

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### DENTRIX LEARNING EDITION

If you don't have access to the full Dentrix software, install this [limited-use version of Dentrix](#) and view a collection of online tutorials to learn about important Dentrix features and complete practice exercises.