

# CINDY IGLINSKI

HEALTH PROFESSIONAL & SOFTWARE TRAINER

## CONTACT

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## CERTIFICATIONS

- Acute (Cerner) software trainer 2022
- Surgery (Cerner) software trainer 2021
- Dental (Dentrix) software trainer 2020
- Ambulatory(Cerner) software trainer 2020
- Intuitive Mentor 2020
- Standard Laser ALD 2018
- Standard Diode Laser-Biolase 2017
- Present Yourself 2017
- Inspired Hygiene 2016-17
- Master Your Influence 2016
- Huggins Protocol 2015

## EDUCATION

### Registered Dental Hygienist, BS

#### Weber State University

1990-1992, 2018

- Bachelors of Science with minor in Allied Health Education 2018
- Associates of Sciences in Dental Hygiene 1992

### Associates of Arts and Sciences

#### BYU-Idaho

1988-1989

- Associates in Arts and Sciences, Dental Hygiene emphasis, with a minor in music 1989

## AFFILIATIONS

- American Academy of Oral Systemic Health (AAOSH)
- ALD
- Bale and Doneen
- 3 Key Elements

## PROFILE

World-wide Oracle Cerner Millennium software trainer for surgery, acute and ambulatory with workflow and solution configuration knowledge. World-wide Dentrix Enterprise software trainer. Dental Hygienist with 28 years clinical experience using Open Dental, Curve, Eagle Soft, and Dentrix software applications. Advanced training in periodontal disease diagnosis, case presentation, treatment planning, billing, and therapy. Business owner and operator. Excellent communicator, presenter, and organizer. Highly motivated individual with the ability to grasp complex technologies. Highly committed professional looking for a new challenge in a hybrid/remote role.

## WORK EXPERIENCE

### Dod Software Trainer/Independent Consultant

Medsys Group LLC

2020-present

- Provided at-the-elbow software support to over 4000 end users at over 50 locations nationally and world-wide for MHS Oracle Cerner Millennium EHR
- Provided on-site OR support for hundreds of surgeons, OB's, CRNA's, and circulating nurses at major hospitals like Walter Reed National Naval Medical Hospital in Bethesda, Maryland and BAMC in San Antonio, Texas
- Instruct and provide go-live software support to providers, including doctors, oral surgeons, surgeons, CRNA's, nurses, dentists, and hygienists
- Instruct and provide go-live software support to surgical schedulers in Schappt Books, ambulatory front desk staff in Revenue Cycle, and dental front desk in Dentrix scheduling applications
- Provide formal instructor led training and virtual training to doctors, dentists, surgeons, nurses, superusers, end users, and sustainment trainers on Dod recommended workflows and software applications
- Excellence especially in troubleshooting, collaboration, and problem solving skills due to decades of clinical and operatory experience
- Collaborate with solution architects and subject matter experts monthly for software upgrades

### Biological Dental Hygienist

Wellness Biodentistry/Mudrow Family Dentistry

2013-2020

- Screened every adult patient for periodontal disease through chart audits, medical history review, lifestyle review, family history review, blood pressure assessment, radiographic assessment, and periodontal exam
- Meticulously reviewed patient health findings, focusing especially on root causes so that problems could be eliminated and not just "fixed"
- Treated hundreds of patients for all stages of non-surgical periodontal therapy with the use of lasers, anesthetic, disclosing solution, biofilm removal in and around teeth and implants in the form of Airflow with glycine powder, piezo scalers, ultrasonics, and hand instruments. Also performed laser curettage, photobiomodulation, ozone gas subgingival application, and post-op medicament application.
- Customized patient treatment plans for periodontal therapy and home oral hygiene, provided customized brochures and instruction, created a blog for additional patient instruction and education outside the dental office
- Frequently asked to train other office's hygienists on my periodontal protocols because the doctors recognized that their hygienists were not appropriately diagnosing and treating periodontal disease

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### REFERENCES

#### LTC Angela Howell, RN, CNOR

📞 301-518-6334  
✉ Angela.s.howell10.mil@health.mil

#### Lt Col Jill Cherry, DDS

📞 801-725-6365  
✉ jill.a.cherry.mil@health.mil

#### Dr. Jordan Baker, DDS

📞 208-524-2036  
✉ drbaker@wellnessbiodentistry.com

### WORK EXPERIENCE CONTINUED

#### Business Owner/Bookkeeper

MVP Distributing of Eastern Idaho LLC 2006-2018

- 50% owner of a profitable car detailing distribution business in the South-East Idaho area
- Daily monitored posts and emails, checked bank accounts, cleared all receipts, and filed receipts and paperwork digitally
- Weekly processed supplier invoices and managed payments, monitored customer payments, sent reminders, kept track of business expenses, tracked business income, and made accurate deposits in the bank
- Monthly managed accounts payable, accounts receivables, and distributed customer invoices. Produced profit & loss reports to compare with previous month. Ran A/R reports. Performed profit and loss statement year to date. Checked cashflow. Managed Facebook advertising and monthly sale fliers.
- Yearly prepared all financials for tax return, kept track of all business expenses for the return, worked with accountant until return was complete and bookkeeping was closed for the year

#### Dental Hygienist Family Practice

Bruggeman Family Dentistry 1998-2013  
Max Boyce and Brad Oswald, DDS 1999-2000  
Torghele Dental Center 1992-1998

- Saw thousands of patients of all ages and socio-economic backgrounds
- Performed as many necessary hygiene duties, ie recare periodontal exams, prophylaxis, routine radiographs, intraoral pictures, panorex, sealants, and fluoride application as was possible in a patient's scheduled appointment time.
- Upsold hundreds of patients on voluntary dental treatment beyond what was scheduled
- Maximized hygiene and exam chair time with preparation and efficiency, thus eliminating additional time after appointments to complete patient notes
- Cross trained in dental assisting and front desk so I could step in as needed to assist in any other role in the dental office
- Performed as many necessary hygiene duties, ie recare periodontal exams, prophylaxis, routine radiographs, intraoral pictures, panorex, sealants, and fluoride application as was possible in a patient's scheduled appointment time.

#### Orthodontic Assistant

Jeff Mix Orthodontics 1988-89

- Trained on-the-job to perform orthodontic assistant duties of removing and replacing orthodontic elastics and wires
- Assisted the orthodontist chair-side and kept patients calm
- Took hundreds of alginate impressions and prepared plaster study models
- Performed and developed hundreds of panoramic and encephalogram radiographs for the patient's records
- Followed through with patients by getting their next appointment scheduled