



ORTHO2

Invaluable UGM

by **Natalie Beaton**

Many years ago my forward-looking boss, Dr. Kambiz Moin, sent me to my first Ortho2 Users Group Meeting. I went as a wide-eyed, baby beginner Treatment Coordinator who knew next to nothing about the Ortho2 software system and even less about orthodontics itself. I had a lot to learn! Lucky for me Dr. Moin shared some incredible good pieces of advice as to how our office could get the most out of our continuing education investment. Here are a few pieces of advice from him and some other great teachers who have helped me in my journey.

We aren't going to learn to maximize our use of the Ortho2 software specifically, unless we put ourselves in a position to learn from other Ortho2 users. I was all gung-ho to jump right into going to the AAO but Dr. Moin felt that the Ortho2 UGM would allow a newbie like me to learn from others with more Ortho2 specific experience and boy was he right. Many of the "pearls" I now use as a consultant came from UGMs in the past. Many of the Ortho2 features that you love came from Ortho2 users themselves.

We all need to sign up for different classes so we get the most amount of new material to take home and discuss together as a team. You mean I couldn't go to classes with my teammates? This was one of the best things he did for us all. It forced us to introduce ourselves to new people and gave us a wealth of topics for future staff meetings.

Don't let the way we are doing things now get in the way of our thinking about new ways. This one is an idea I can still occasionally struggle with. I had (and still have) to be willing to consider the fact that even though I am comfortable with the way I am doing things, there can easily be an improved way that will only feel uncomfortable until I learn it well.

Move forward quickly and confidently by learning and

avoiding the mistakes of others before you. Roy H. Williams said, "A smart man makes a mistake, learns from it, and never makes that mistake again. But a wise man finds a smart man and learns from him how to avoid the mistake altogether."

When we were considering the transition from paper charting to electronic charting (in the OneTouch days) Dr. Moin had me pick the brains of the few Ortho2 users who had made the transition (Thank you Dr. Bob Scholz!). They patiently listened and answered every question and our transition was a smooth one, riding on the coattails of their previous experiences. The format of the Users Group Meeting encourages these priceless discussions and provides many opportunities to talk in between classes.

Strangers are just friends you haven't met yet, and mealtime is the perfect opportunity to get acquainted.

Oh great, not only did I need to take classes on my own but also eat with a bunch of people I didn't know. Once again, Dr. Moin was right! Some of the best practice building or creative work-arounds in Ortho2 – things they say that can't be done yet, but sort of can be done if you are tricky – I learned were learned at a meal. This type of conversation is where I truly feel the value of UGM shines above all other continuing education meetings!

Most offices are only using a very small percentage of the ultimate ability of the Ortho2 software. Dr. Moin believed this and pushed us to learn as much as we could about new ways to make the software do our work. The UGM is a fantastic learning playground for all of us where we can reveal "I didn't know that!" and everyone is glad they could help us learn and shares our excitement of the new discovery.

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From the viewpoint of an attendee, a speaker, and a consultant I can clearly see that the UGM is a continuing education investment with tremendous practice value. So it's not too early to start dreaming of the new information that will be waiting for you in San Antonio. If this will be your first visit to a UGM, please know that I am anxiously looking forward to meeting another new friend. I'll save you a seat at the table! ☺

About the Author



Natalie Beaton has more than 18 years of hands-on experience as a Treatment Coordinator and Financial Administrator. She is presenting two classes at the 2014 Users Group Meeting in San Antonio.