

Dawn Zurick Beilfuss

Patient Registrar | Healthcare Administration & Customer Service

Contact Information

Crystal Lake, IL 60014 Phone: (815) 814-1323 Email: dawn.beilfuss@gmail.com

Professional Summary

Dedicated healthcare professional with over 15 years of experience in patient registration, customer service, and healthcare administration. Proven track record in managing high-volume patient flow, insurance verification, and maintaining HIPAA compliance. Demonstrated expertise in multi-line phone systems, scheduling, and providing exceptional customer service in both healthcare and real estate settings.

Core Qualifications

Patient Registration & Access: Extensive experience in patient intake, scheduling, and insurance verification

Healthcare Systems: Proficient in EPIC and various healthcare scheduling software

Customer Service: Expert in handling high-volume customer interactions and conflict resolution

Compliance: Strong knowledge of HIPAA regulations and healthcare compliance requirements

Technical Skills: Advanced proficiency in multi-line phone systems, Microsoft Office Suite, and medical records management

Communication: Excellent verbal and written communication skills with diverse stakeholders

Professional Experience

Front Desk / Veterinary Assistant | Fox Lake Animal Hospital January 2023 - February 2024

Managed patient flow of 60-80 patients daily, ensuring efficient check-in and registration

Processed new patient paperwork and verified insurance information

Operated multi-line phone system and coordinated appointments

Maintained accurate patient records and ensured HIPAA compliance

Provided exceptional customer service and patient education

Admin for Central & Eastern Coast AVPs | Vylla February 2024 - Present

Support 3 AVPs covering 14 states with administrative and customer service operations

Handle high-volume phone communications and coordinate cross-functional activities

Manage agent support systems and implement retention initiatives

Coordinate onboarding and training processes