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April 27, 2025

Hiring Manager

Mercyhealth

Javon Bea Hospital-Riverside

8201 E Riverside Blvd

Rockford, IL 61114

Dear Hiring Manager,

I am writing to express my strong interest in the Patient Access Lead position at Mercyhealth's Javon Bea Hospital-Riverside location. With over 20 years of experience in administrative leadership, staff supervision, and process improvement, I am excited about the opportunity to contribute to Mercyhealth's mission of exceptional patient care through efficient access management.

My background aligns well with your requirements:

- **Leadership & Supervision:** Currently leading a team of 30 staff members and supporting 3 AVPs across 14 states, with previous experience supervising front desk and call center operations
- **Process Improvement:** Recently implemented a streamlined system that reduced call volume by 70%, and have consistently developed efficient workflows for registration and access
- **Administrative Operations:** Extensive experience in managing registration processes, maintaining accurate records, and coordinating with multiple departments
- **Staff Development:** Strong track record in training, mentoring, and evaluating staff performance, with expertise in developing and updating departmental procedures
- **System Implementation:** Proficient in implementing and optimizing various administrative and scheduling systems, with a proven ability to quickly learn

new platforms

I am particularly drawn to this role because it combines my strengths in administrative leadership and process improvement with my commitment to excellent service delivery. I understand the critical role that patient access plays in the overall healthcare experience and am dedicated to maintaining high standards of accuracy while ensuring efficient operations.

My experience in coordinating with multiple departments, managing complex workflows, and implementing quality assurance measures has prepared me well for this position. I am comfortable working second shift and am excited about the opportunity to contribute to Mercyhealth's reputation for excellence in patient care.

I am committed to obtaining any required healthcare revenue cycle certifications within the first year and am confident that my combination of leadership experience and process improvement skills makes me an ideal candidate for this position. I look forward to discussing how I can contribute to your team's success.

Thank you for considering my application.

Sincerely,

Dawn Zurick Beilfuss