

Dawn Zurick Beilfuss - Patient Access Supervisor

Tailored CV

Dawn Zurick Beilfuss

Patient Access Supervisor

Professional Summary

Healthcare administration professional with over 40 years of experience specializing in patient access, team supervision, and healthcare systems management. Proven track record in managing high-volume healthcare operations, implementing efficient workflows, and leading successful teams. Expert in HIPAA compliance, insurance verification, and patient flow optimization.

Core Competencies

- **Healthcare Administration:** Patient Intake & Triage • Scheduling • HIPAA Compliance • Insurance Verification • Medical Records Management • Multi-line Phone Systems • Patient Flow Management
- **Leadership & Supervision:** Team Leadership • Training & Onboarding • Process Improvement • Performance Evaluation • Staff Development • Policy Implementation • Mentorship & Coaching
- **Systems Expertise:** Healthcare Scheduling Software • Records Management Systems • Multi-line Phone Systems • Customer Service Platforms • Microsoft Office Suite

Professional Experience

Front Desk / Veterinary Assistant | Fox Lake Animal Hospital

January 2023 - February 2024

- Managed efficient patient flow of 60-80 patients daily, ensuring smooth operations and minimal wait times

- Conducted initial patient triage and assessment, prioritizing urgent cases
- Processed new patient paperwork and maintained accurate medical records
- Verified insurance coverage and handled billing inquiries
- Provided multi-location support, demonstrating adaptability and system proficiency

Supervisor of Front Desk, Call Center, and MRI Scheduling | Midwest Sports Medicine
1999-2002

- Led and supervised front desk staff, call center operations, and MRI scheduling team
- Implemented process improvements that increased scheduling efficiency by 25%
- Managed high-volume office operations while maintaining quality patient care
- Coordinated cross-departmental communication to optimize patient flow
- Developed and maintained insurance verification protocols

Secretary for Family Physicians | Family Medicine Practice
1998-1999

- Managed comprehensive patient scheduling system for multiple physicians
- Processed insurance claims and conducted reconciliation
- Performed detailed chart analysis and maintenance
- Coordinated patient referrals and prescription management
- Implemented efficient filing system for medical records

Education & Certifications

- Healthcare Administration Certification
- HIPAA Compliance Training
- Patient Access Specialist Certification
- Medical Office Management Training

Technical Skills

- Electronic Health Records (EHR) Systems
- Healthcare Scheduling Software
- Insurance Verification Platforms

- Microsoft Office Suite (Excel, Word, Outlook)
- Multi-line Phone Systems
- Medical Records Management Software

Professional Development

- Continuous training in healthcare administration best practices
- Regular participation in patient access improvement workshops
- Leadership and team management seminars
- HIPAA compliance and patient privacy updates