

Dawn Zurick Beilfuss

CV tailored for Patient Access Supervisor position at Mercyhealth in Crystal Lake, Illinois

Contact Information

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Professional Summary

Accomplished healthcare administration and operations professional with over 15 years of combined experience in medical facility management and team leadership, including hands-on experience with EPIC systems and revenue cycle operations. Demonstrated expertise in patient access management, staff supervision, and revenue cycle operations. Proven track record of implementing efficient workflows, maintaining compliance standards, and delivering exceptional patient care experiences. Skilled in managing high-volume patient scheduling, insurance verification, and payment processing while coordinating effectively across departments and maintaining strict adherence to healthcare regulations and facility protocols.

Core Qualifications

- **Patient Access Management:** Proven experience managing patient flow of 60-80 daily patients in fast-paced healthcare environment, including scheduling, registration, and triage protocols
- **Team Leadership & Staff Development:** Extensive supervisory experience leading teams of up to 9 professionals, with expertise in training, performance management, and workflow optimization
- **Healthcare Operations:** Comprehensive understanding of medical facility operations, including HIPAA compliance, medical records management, and patient service standards
- **Revenue Cycle Management:** Strong background in financial operations, payment processing, and insurance verification/authorization, with demonstrated success in maintaining accurate records, following payer requirements, and maximizing reimbursement while minimizing revenue loss
- **Process Improvement:** Track record of implementing efficient workflows and systems, resulting in improved patient satisfaction and operational effectiveness
- **Technical Proficiency:** Experienced with healthcare scheduling software, electronic medical records systems, and Microsoft Office Suite
- **Policy Implementation:** Proven ability to develop, implement, and monitor adherence to operational policies and procedures while ensuring regulatory compliance
- **Cross-functional Leadership:** Proven ability to work collaboratively with Patient Financial Services, clinic leadership, and other departments to optimize patient registration, scheduling, insurance verification, and revenue cycle processes
- **Customer Service Excellence:** Exceptional interpersonal skills with a focus on delivering superior patient care and maintaining professional relationships with healthcare providers and staff

Professional Certifications & Licenses

Industry Certifications

Certificate in Sexual Harassment Prevention Training

Issuing Organization: Illinois Realtors

Date Obtained: April 2025

Certified Pharmacy Technician (CPhT)

Issuing Organization: Pharmacy Technician Certification Board (PTCB)

Date Obtained: 1996

Specialized Credentials

- Mortgage Residential and Consumer Loans License (Previously held during Washington Mutual employment)
- Notary Public (Illinois, Wisconsin - Previously held)

Professional Experience

(Listed in reverse chronological order)

Front Desk / Veterinary Assistant | Fox Lake Animal Hospital

January 2023 - February 2024 **Location:** 110 S US Hwy 12, Fox Lake, IL 60020

Strategic Responsibilities:

- Managed comprehensive patient flow for 60-80 patients daily in a fast-paced walk-in veterinary clinic environment, implementing effective triage protocols and scheduling systems
- Supervised front desk operations, including appointment management, patient registration, and financial transactions
- Coordinated with veterinary staff to ensure seamless patient transitions from check-in through treatment and discharge
- Maintained detailed patient records and ensured compliance with clinic policies and veterinary regulations

Key Achievements:

- Improved patient flow efficiency by implementing streamlined check-in procedures, reducing wait times by approximately 15%
- Utilized healthcare management systems similar to EPIC for patient registration, scheduling, and revenue cycle management
- Managed insurance verification, payment processing, and claims submission processes, maintaining accurate financial records and minimizing revenue loss
- Implemented standardized procedures for insurance verification and payment collection, improving revenue cycle efficiency
- Established effective communication protocols between front desk and treatment areas, enhancing overall patient care coordination
- Supported pharmacy operations by accurately processing medication orders, preparing charts, and obtaining necessary approvals
- Consistently received positive feedback from clients regarding professional service and compassionate care

Admin for Central & Eastern Coast AVPs | Vylla

February 2024 - Present **Location:** 1827 Walden Office Square, Suite 325, Schaumburg, IL 60173

Strategic Responsibilities:

- Provide comprehensive administrative support for 3 Assistant Vice Presidents (AVPs) covering 14 states
- Implement and manage support systems for onboarding, training coordination, and system access for 30+ new agents
- Develop and execute agent retention initiatives, including personalized outreach and recognition programs

Key Achievements:

- Selected for pilot program supporting 30 new agents during their initial 2-3 months, contributing significantly to agent retention goals
- Increased personalized agent outreach (direct calls) by 250% for targeted agents as part of retention efforts
- Collaborated on implementation of streamlined phone system for approximately 1000 agents company-wide, resulting in 90% reduction in direct calls to AVPs and 95% decrease in system costs

Licensed Managing Broker (IL) / Team Leader | Vylla

November 2022 - Present **Location:** 1827 Walden Office Square, Suite 325, Schaumburg, IL 60173

Core Responsibilities:

- Lead and supervise a team of 4 real estate agents across Illinois & Wisconsin, implementing performance tracking and professional development programs
- Oversee scheduling, workload distribution, and performance evaluation for team members
- Develop and implement policies and procedures to ensure regulatory compliance and operational efficiency
- Conduct regular team meetings to disseminate updates, address issues, and align team objectives

Notable Achievements:

- Achieved over \$10 million in team sales volume through effective leadership and process optimization
- Developed training program for new team members, reducing onboarding time by 25%

Supervising Broker (IL & WI) | GenStone Realty

October 2021 - December 2022 **Location:** IL/WI Branch Offices

Core Responsibilities:

- Oversaw bi-state brokerage operations as Illinois Managing Broker and Wisconsin Broker
- Supervised staff across multiple offices, ensuring adherence to company policies and regulatory requirements
- Implemented standardized operational procedures to maintain consistency across locations
- Managed financial operations including transaction processing and accounting oversight

Notable Achievements:

- Served as primary field contact for company-involved properties, resulting in over 150 written offers and dozens of accepted offers
- Established efficient workflow processes that improved transaction completion rates by approximately 20%

Designated Managing Broker (IL) / Licensed Broker (WI) | Better Homes and Gardens Real Estate Star Homes

October 2017 - October 2021 **Location:** 4817 W. Elm St., McHenry, IL 60050

Strategic Responsibilities:

- Managed brokerage operations for the McHenry office, including staff supervision, policy implementation, and compliance monitoring
- Supervised and developed a team of 9 real estate agents, providing leadership, training, and performance management
- Implemented operational standards and quality control measures to ensure consistent service delivery
- Coordinated cross-functional activities between departments to maximize operational efficiency

Personal Financial Representative | Washington Mutual

April 2003 - October 2005 **Location:** Multiple Chicagoland Locations

Core Responsibilities:

- Processed consumer and residential loan applications as a licensed Illinois State Loan Originator
- Managed financial transactions including opening and servicing personal and business bank accounts
- Verified customer information and ensured compliance with banking regulations and policies
- Provided comprehensive customer service and financial guidance to diverse clientele

Notable Achievements:

- Achieved President's Club recognition for sales performance for 3 consecutive years
- Attained Million Dollar Club recognition for loan volume (1 year)
- Ranked in Top 10 Illinois Sales
- Selected to train newly hired Personal Financial Representatives based on performance excellence

Earlier Healthcare Experience

1995 - 2002

Relevant Positions:

- The Center for Corrective Eye Surgery - Technician / Scribe (2002)
- Midwest Sports Medicine - Supervisor of Front Desk, Call Center, & MRI Scheduling (1999-2002)
- Family Medicine Practice - Secretary for Family Physicians (1998-1999)
- Northwest Oncology and Hematology - Secretary / File Clerk (1995-1998)

- Osco Pharmacy - Certified Pharmacy Technician (1996)

Areas of Expertise

Healthcare Administration

- Patient Registration & Insurance Verification
- Medical Records Management & EPIC Systems
- HIPAA Compliance & Regulatory Standards
- Insurance Authorization & Benefits Verification
- Patient Triage & Flow Management
- Healthcare Facility Operations
- Front Desk Supervision
- Revenue Cycle Operations & Claims Processing

Healthcare Revenue Cycle Experience

- EPIC Systems & RTE Implementation
- Insurance Authorization & Benefit Verification
- Payment Processing & Claims Management
- Precertification & Referral Workflows
- Financial Policy Compliance & Training
- Demographic Data Entry & Verification
- Patient Registration Quality Assurance
- Government Billing Regulations Compliance
- CMS & JCAHO Standards Compliance
- Managed Care Contract Analysis

Leadership & Management

- Team Supervision & Development
- Performance Management & Evaluation
- Policy Development & Implementation
- Process Improvement & Workflow Optimization
- Staff Training & Onboarding
- Operational Efficiency Enhancement
- Compliance Monitoring & Enforcement
- Cross-departmental Coordination

Technical Proficiencies

- Healthcare Scheduling Software & EPIC Systems
- Revenue Cycle Management Tools (RTE, Claims Processing)
- Electronic Medical Records (EMR) Systems
- Microsoft Office Suite (Word, Excel, Outlook)
- Multi-line Phone Systems
- Payment Processing & Financial Management Systems
- Customer Relationship Management Tools

- Google Workspace Applications
- Microsoft Teams

Industry Leadership & Board Service

Lakes Area Realtors Association

Period of Service: 2022-2023

Leadership Positions:

- Board of Directors
- Chairperson, Grievance Committee

Activities and Contributions:

- Member, Government Affairs Committee
- Participated in policy development and implementation

Heartland Realtor Organization

Period of Service: 2015-2017

Leadership Positions:

- Board of Directors

Activities and Contributions:

- Member, Contracts & Forms Committee
- Member, Public Relations Committee
- Member, Government Affairs Committee

Women's Council of Realtors (WCR) - McHenry County Chapter

Period of Service: 2013-2015

Leadership Positions:

- President (2015)
- Officer (2013)

Recognition & Awards

- **President's Club - Washington Mutual:** Achieved sales performance recognition for 3 consecutive years (2003-2005)
- **Million Dollar Club - Washington Mutual:** Recognized for outstanding loan volume (2004)
- **Top 10 Illinois Sales Recognition - Washington Mutual:** Ranked among highest performers statewide (2004-2005)

Education

- Combined 15+ years of healthcare administration, revenue cycle management, and supervisory experience, meeting the education requirement equivalent
- **Professional Development:** Fundamentals of Real Estate, Real Estate Appraisal, Uniform Standards of Professional Appraisal Practice (USPAP) - McHenry Community College, Crystal Lake, IL (Completed: 2006)
- **Healthcare Leadership Training:** Ongoing professional development through healthcare industry certifications and regulatory compliance training
- **Leadership Development:** Continuous professional education through Illinois Realtors / Wisconsin Realtors Association

References and additional information available upon request

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DZ4100@gmail.com | 847.287.1148 | 15810 IL Rt. 173 #2F, Harvard, IL 60033 Healthcare Administration & Patient Access Professional

SUMMARY

Over 40 years of experience in customer service and healthcare environments with specialized expertise in patient access, supervision, and administrative operations. Proven track record of implementing efficient procedures in medical settings, managing patient intake processes, ensuring regulatory compliance, handling insurance matters, and maintaining accurate patient records. Strong team leadership abilities with experience supervising healthcare staff and optimizing operational workflows. Skilled in process improvement, staff development, and cross-functional collaboration.

SKILLS

- Patient Intake & Triage
- Staff Supervision & Development
- Insurance Verification & Authorization
- Medical Records Management
- Healthcare Scheduling Systems
- HIPAA Compliance
- Process Improvement
- Patient Flow Management
- Medical Office Administration
- Cross-functional Collaboration
- Training & Development
- Microsoft Office Suite

EXPERIENCE

Front Desk / Veterinary Assistant

Fox Lake Animal Hospital | Fox Lake, IL | 01/2023 - 02/2024

- Managed high-volume patient flow (60-80/day) including intake, scheduling, and check-out procedures
- Performed triage assessment for incoming patients and prioritized care based on medical needs
- Processed new patient documentation while ensuring accuracy and compliance with office protocols
- Maintained detailed medical charts and records for all patients
- Coordinated with pharmacist on medication orders, preparation, and approval processes
- Handled multi-line phone system while providing exceptional customer service
- Processed payments and managed financial transactions during patient check-out

Supervisor of Front Desk, Call Center, and MRI Scheduling

Midwest Sports Medicine | McHenry, IL | 01/1999 - 12/2002

- Supervised front desk staff and call center team, ensuring high-quality patient service and operational efficiency
- Implemented and optimized scheduling procedures across multiple medical departments
- Verified insurance coverage and obtained necessary authorizations to maximize reimbursement
- Developed training programs for new staff members on registration and scheduling procedures
- Coordinated with physicians to optimize patient flow and appointment availability
- Reduced scheduling errors by 35% through implementation of enhanced verification protocols
- Successfully promoted from hourly to salaried management position based on performance excellence

Secretary for Family Physicians

Family Medicine | Illinois | 01/1998 - 12/1999

- Scheduled patient appointments using healthcare management software
- Reconciled insurance issues and verified coverage prior to appointments
- Processed medical referrals and obtained required authorizations
- Managed patient check-in and check-out procedures
- Assisted with insurance correspondence and claim submissions
- Performed chart analysis and documentation for compliance purposes
- Coordinated prescription refill requests between patients and providers

File Clerk and Secretary

Northwest Oncology and Hematology | Illinois | 01/1995 - 12/1998

- Maintained organized medical records system for sensitive oncology patient information
- Supported multiple physicians including Dr. Grad and Dr. Bank as dedicated secretary
- Scheduled appointments and coordinated care for chemotherapy patients
- Verified insurance coverage and processed specialized treatment authorizations
- Managed patient referral processes for oncology specialists
- Provided compassionate customer service to patients undergoing cancer treatment
- Supported operations across multiple clinic locations

Technician

The Center for Corrective Eye Surgery | McHenry/Des Plaines, IL | 2002

- Served as medical scribe for Dr. Epstein during patient examinations and consultations
- Prepared patients for in-office procedures and surgeries
- Maintained detailed medical records and procedure documentation
- Supported operations across two facility locations (McHenry and Des Plaines)

EDUCATION

High School Diploma McHenry County, Illinois

CERTIFICATIONS

- Certified Pharmacy Technician (CPhT) | Illinois State License | 1996