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Dawn Zurick Beilfuss

15810 IL Rt. 173 #2F
Harvard, IL 60033
847.287.1148
DZ4100@gmail.com

Hiring Manager

Mercyhealth Crystal Lake Hospital
875 S. Route 31
Crystal Lake, IL 60014

I am writing to express my strong interest in the Patient Registrar position at Mercyhealth Harvard Hospital. With over 15 years of experience in healthcare administration and customer service, including extensive experience in patient registration and front desk operations, I am confident in my ability to contribute to your team's success.

In my current role as Front Desk/Veterinary Assistant at Fox Lake Animal Hospital, I manage a high volume of patient registrations (60-80 daily) while ensuring accurate documentation and exceptional customer service. I am proficient in insurance verification, appointment scheduling, and maintaining HIPAA compliance. My experience includes:

- Managing efficient patient flow and registration processes
- Operating multi-line phone systems and coordinating appointments
- Processing new patient paperwork and verifying insurance information
- Providing exceptional customer service and patient education
- Maintaining accurate patient records and ensuring regulatory compliance

My background also includes valuable experience as a Supervisor of Front Desk, Call Center, and MRI Scheduling at Midwest Sports Medicine, where I developed strong skills in healthcare operations and patient access management. Additionally, my recent role as Admin for Central & Eastern Coast AVPs at Vylla has further enhanced my abilities in handling high-volume communications and coordinating cross-functional activities.

I am particularly drawn to Mercyhealth's commitment to excellence in patient care and service. Your mission of providing exceptional healthcare services to the Harvard community aligns perfectly with my professional values and experience. I am confident that my combination of healthcare administration experience, customer service expertise, and technical proficiency would make me a valuable addition to your team.

I would welcome the opportunity to discuss how my skills and experience could contribute to Mercyhealth Harvard Hospital's patient registration team. Thank you for considering my application.

Sincerely, Dawn Zurick Beilfuss