

Dawn Zurick Beilfuss

Patient Access Supervisor | Healthcare Administration & Revenue Cycle Management

Contact Information 15810 IL Rt. 173 #2F, Harvard, IL 60033 Email: DZ4100@gmail.com | Phone:  
847.287.1148

### 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 and maximizing reimbursement

**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