

Dawn Zurick Beilfuss

Patient Registrar | Healthcare Administration & Customer Service

Contact Information

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Professional Summary

Dedicated healthcare professional with over 15 years of experience in patient registration, customer service, and healthcare administration. Proven track record in managing high-volume patient flow, insurance verification, and maintaining HIPAA compliance. Demonstrated expertise in multi-line phone systems, scheduling, and providing exceptional customer service in both healthcare and real estate settings.

Core Qualifications

- **Patient Registration & Access:** Extensive experience in patient intake, scheduling, and insurance verification
- **Healthcare Systems:** Proficient in EPIC and various healthcare scheduling software
- **Customer Service:** Expert in handling high-volume customer interactions and conflict resolution
- **Compliance:** Strong knowledge of HIPAA regulations and healthcare compliance requirements
- **Technical Skills:** Advanced proficiency in multi-line phone systems, Microsoft Office Suite, and medical records management
- **Communication:** Excellent verbal and written communication skills with diverse stakeholders

Professional Experience

Front Desk / Veterinary Assistant | Fox Lake Animal Hospital

January 2023 - February 2024

- Managed patient flow of 60-80 patients daily, ensuring efficient check-in and registration
- Processed new patient paperwork and verified insurance information
- Operated multi-line phone system and coordinated appointments

- Maintained accurate patient records and ensured HIPAA compliance
- Provided exceptional customer service and patient education

Admin for Central & Eastern Coast AVPs | Vylla

February 2024 - Present

- Support 3 AVPs covering 14 states with administrative and customer service operations
- Handle high-volume phone communications and coordinate cross-functional activities
- Manage agent support systems and implement retention initiatives
- Coordinate onboarding and training processes

Licensed Managing Broker | GenStone Realty

2015 - 2023

- Led and mentored real estate team while managing high-volume client interactions
- Developed and implemented training programs for team members
- Managed complex client relationships and provided exceptional customer service
- Coordinated multiple stakeholders and maintained detailed transaction records

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

1999 - 2002

- Supervised front desk operations and call center staff
- Managed patient scheduling and insurance verification processes
- Implemented process improvements for patient flow and registration
- Coordinated with multiple departments to ensure efficient operations

Education & Certifications

- High School Diploma
- Certified Pharmacy Technician (CPhT)
- Illinois Real Estate Managing Broker License
- Notary Public
- Farm Tax Certification

Technical Skills

- Healthcare Scheduling Software (EPIC)
- Microsoft Office Suite (Word, Excel, Outlook)

- Multi-line Phone Systems
- Patient Registration Systems
- Insurance Verification Platforms
- Electronic Medical Records Systems

Professional Affiliations

- National Association of REALTORS®
- Illinois REALTORS®
- Heartland REALTOR® Organization
- McHenry County Association of REALTORS® - Past Board Member

Volunteer Experience

- Home of the Sparrow - Board Member
- Habitat for Humanity - Volunteer
- Local Food Pantry - Regular Contributor

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