

Dawn Zurick Beilfuss

Patient Access Supervisor | Healthcare Administration & Revenue Cycle Management

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 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 verification, and revenue cycle processes

Professional Experience

Front Desk / Veterinary Assistant | Fox Lake Animal Hospital

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

Key Responsibilities:

- Managed comprehensive patient flow for 60-80 patients daily in a fast-paced walk-in veterinary clinic environment
- 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
- Implemented streamlined check-in procedures, reducing wait times by approximately 15%
- Managed insurance verification, payment processing, and claims submission processes
- Established effective communication protocols between front desk and treatment areas

Admin for Central & Eastern Coast AVPs | Vylla

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

Key Responsibilities:

- Provide comprehensive administrative support for 3 Assistant Vice Presidents 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
- Manage high-volume phone communications and customer service operations
- Coordinate cross-functional activities across multiple departments

Licensed Managing Broker (IL) / Team Leader | Vylla

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

Key Responsibilities:

- Lead and supervise a team of 4 real estate agents across Illinois & Wisconsin
- 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
- Achieved over \$10 million in team sales volume through effective leadership and process optimization

Supervising Broker (IL & WI) | GenStone Realty

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

Key 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
- Served as primary field contact for company-involved properties, resulting in over 150 written offers

Education & Certifications

- **High School Diploma** | McHenry County, Illinois
- **Certified Pharmacy Technician (CPhT)** | Pharmacy Technician Certification Board (PTCB) | 1996
- **Real Estate License** | Current since 2006
- **Mortgage Residential and Consumer Loans License** | Previously held during Washington Mutual employment
- **Notary Public** | Illinois, Wisconsin - Previously held

Technical Skills

- **Healthcare Systems:** EPIC, RTE, Scheduling Software, Electronic Medical Records

- **Office Software:** Microsoft Office Suite, Google Workspace
- **Communication Systems:** Multi-line Phone Systems, Microsoft Teams
- **Customer Service Platforms:** CRM Systems, Appointment Scheduling Software
- **Financial Systems:** Payment Processing, Insurance Verification, Claims Management

Professional Affiliations

- **Lakes Area Realtors Association**
 - Board of Directors (2022-2023)
 - Chairperson, Grievance Committee
 - Member, Government Affairs Committee
- **Heartland Realtor Organization**
 - Board of Directors (2015-2017)
 - Member, Contracts & Forms Committee
 - Member, Public Relations Committee
 - Member, Government Affairs Committee

Volunteer Experience

- **Willow Creek** | Free Eye and Dental care clinic (2018)
 - Scheduling patients
 - Collecting co-payments for procedures
 - Inventorying new prescription glasses
- **Habitat for Humanity** | Crystal Lake & Woodstock
 - Assisted with building homes

References available upon request