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Dawn Zurick Beilfuss

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Hiring Manager
Mercyhealth
Rockford, Illinois

I am writing to express my strong interest in the Patient Access Lead position at Mercyhealth's Javon Bea Hospital-Riverside in Rockford. With extensive experience in healthcare administration, team leadership, and patient access management, I am excited about the opportunity to contribute to Mercyhealth's mission of delivering exceptional patient care.

My background aligns well with the requirements of this role:

Leadership Experience: As a former Supervisor at Midwest Sports Medicine, I successfully led front desk and call center teams, implementing efficient workflows and maintaining high service standards.

Patient Access Expertise: I have managed high-volume patient intake operations, processing 60-80 patients daily while ensuring accurate documentation and exceptional service.

Revenue Cycle Knowledge: My experience includes insurance verification, payment processing, and maintaining efficient revenue cycle operations.

Team Development: I have extensive experience in training staff, conducting performance evaluations, and fostering a collaborative work environment.

Process Improvement: Throughout my career, I have identified and implemented workflow improvements that enhanced both operational efficiency and patient satisfaction.

I am particularly drawn to this opportunity because it combines my passion for healthcare administration with my strengths in team leadership and process improvement. I am confident that my experience in supervising front desk operations, managing patient access workflows, and maintaining high standards of service would be valuable assets in this role.

I am excited about the prospect of joining Mercyhealth and contributing to the success of the Patient Access team. I appreciate your consideration and look forward to discussing how my skills and experience align with your needs.

Sincerely,

Dawn Zurick Beilfuss