

# Dawn Zurick Beilfuss

DZ4100@gmail.com | 847.287.1148

## Experience

### Front Desk / Veterinary Assistant at Fox Lake Animal Hospital

January 2023 - February 2024

- Managed patient flow (60-80/day)
- Triage patients
- Process new patient paperwork
- Charting
- Filing
- Answering phones
- Assisting in medical emergencies
- Handling payments and check-outs
- Supported sole pharmacist (orders, chart/med prep, approvals)

### Technician at The Center for Corrective Eye Surgery

2002 - Present

- Scribe for Dr. Epstein
- Prepping patients for in-office procedures and surgeries
- Travel between two locations: McHenry and Des Plaines

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

1999-2002 - Present

- Managed high-volume office operations
- Verified insurance
- Scheduled appointments
- Upsold in-house MRI services
- Flexible support at Orthopedic office

### Secretary for Family Physicians at Family Medicine

1998-1999 - Present

- Scheduling patient appointments
- Reconciling insurance issues
- Filing
- Confirming insurance plans
- Taking co-payments
- Processing referrals
- Calling in prescriptions
- Assisting with insurance correspondence
- Chart analysis and submissions

### File Clerk and Secretary at Northwest Oncology and Hematology

1995-1998 - Present

- Scheduling patient appointments
- Verifying insurance