

Dawn Zurick Beilfuss

15810 IL Rt. 173 #2F, Harvard, IL 60033

847.287.1148 | DZ4100@gmail.com

Professional Summary

Healthcare professional with over 40 years of experience in customer service and healthcare administration. Proven track record in implementing procedures, managing intake processes, and supervising front desk and call center operations. Strong expertise in patient access, revenue cycle operations, and team leadership, with a commitment to continuous improvement and excellence in healthcare service delivery.

Relevant Experience

Fox Lake Animal Hospital, Fox Lake, IL

Front Desk / Veterinary Assistant (January 2023 - February 2024)

- Managed high-volume patient flow (60-80/day) and coordinated efficient intake processes
- Supervised front desk operations and trained new staff members
- Implemented and maintained HIPAA-compliant documentation procedures
- Processed insurance verifications and handled patient payments
- Coordinated with medical staff to ensure smooth patient flow and optimal care delivery

Midwest Sports Medicine

Supervisor of Front Desk, Call Center, and MRI Scheduling (1999-2002)

- Led and supervised front desk and call center teams
 - Managed high-volume office operations and patient scheduling
 - Conducted insurance verification and authorization processes
 - Developed and implemented workflow improvements
 - Trained and mentored staff on patient access procedures
 - Coordinated with multiple departments to optimize patient care
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The Center for Corrective Eye Surgery

Technician (2002)

- Managed patient intake and documentation
- Coordinated patient flow between multiple office locations
- Maintained accurate patient records and insurance information
- Assisted with procedure preparation and documentation

Skills

- **Leadership & Management:** Team supervision, staff training, performance evaluation
- **Healthcare Administration:** Patient intake, scheduling, insurance verification
- **Revenue Cycle Operations:** Payment processing, insurance reconciliation
- **Technical Proficiency:** Healthcare scheduling software, Microsoft Office Suite
- **Compliance:** HIPAA regulations, patient confidentiality
- **Communication:** Strong interpersonal skills, team collaboration

Certifications

- Certified Pharmacy Technician (CPhT), Illinois State License (1996)
- Certificate in Sexual Harassment Prevention Training (April 2025)

Education

- Certified Pharmacy Technician, Osco Pharmacy (1996)
- Ongoing professional development in healthcare administration and patient services

Professional Development

- Extensive experience with healthcare scheduling and management software
- Proven track record in implementing efficient workflow processes
- Strong background in team leadership and staff development
- Commitment to continuous learning and process improvement

