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Hiring Manager
RUSH Health Services
Lake Zurich, IL

Dear Hiring Manager,

I am thrilled to apply for the Patient Service Specialist position at RUSH Health Services. This opportunity resonates deeply with my skills and growing dedication to enhancing patient satisfaction while upholding operational excellence.

With over two years in medical office operations, I've learned the fine art of managing patient experiences and administrative tasks with finesse. My current role as a Patient Service Coordinator allows me to regularly engage patients, ensuring they feel welcomed and inform them about their visits. Scheduling appointments sometimes feels like a Tetris game, but I relish the challenge and continuously strive to optimize flow for both patients and providers.

My experience includes gathering co-pays and liaising with insurance companies to verify coverages swiftly. Often, I encounter obstacles that require quick thinking and communication. Such moments confirm my belief that a patient-centered approach can elevate service quality tremendously. Enhancing satisfaction scores by 15% at my current job highlights my commitment to operational excellence and patient engagement.

I truly understand how critical first impressions can be in a healthcare setting. I take pride in my ability to communicate effectively with diverse parties, from attorneys to insurance firms, ensuring clarity. I'm genuinely excited about this chance to contribute to your center's welcoming atmosphere.

While I have enjoyed my journey through healthcare service, I have faced challenges, especially in adapting to various patient needs swiftly. However, each experience enriches my professional growth, solidifying my belief in continual learning.

Thank you for considering my application. I look forward to the opportunity.

Sincerely,

Aisha Rubio

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