

GEORGE JONES

Medical Receptionist 123 Address St., Philadelphia, PA 19019 gjones@youremail.com (123) 456-7890

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HENRY MANN

Head of Human Resources
Emerson Hospital
(123) 456-7890
henry@ehealth.org

Dear Mr. Mann,

In my three years at Kindred Hospital, I received accolades on multiple occasions for my patient satisfaction survey scores consistently staying in the high 90s. This attention to patient care within the administration setting is a skill I hope to bring as a medical receptionist to Emerson Hospital.

Emerson's commitment to equity, inclusion, and community care is what drew me to this position. It is my belief that I can help with this mission, increasing the quality of the patient experience as they enter the facility. Here are some of my past accomplishments:

- Created a customized HIPAA standards checklist specifically for all hospital receptionists to ensure compliance at all times
- Reorganized my department stockrooms to a color-coded system, increasing efficiency and saving \$1,000 on the monthly budget
- Implemented the addition of a daily whiteboard schedule for our department providers, which improved communication and workflow

I'm looking forward to connecting with you to tell you more about my top performance within an ACMA certification program. I'm available to set up an interview as your schedule allows.

Best regards,

(Insert Signature Here)

GEORGE JONES

P.S. — I'd like to talk further with you about how I streamlined the pre-recorded telephone system for our office.