

# Jane Roberts

Medical Receptionist  
123 Address St., Tampa, FL 33601  
jroberts@youremail.com  
(123) 456-7890

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## HEATHER MILES

Hiring Manager  
Medical Associates  
(123) 456-7890  
heather@medassociates.org

Dear Ms. Miles,

I've spent the last seven years as a medical receptionist, where I recently led an eco initiative to reduce paper waste and waiting room times by converting all new patient questionnaires to a digital platform. I'm excited to bring this same professional excellence and awareness to Medical Associates as the medical receptionist front office lead in Miami.

I know the skills I've obtained within the field will help further the mission of Medical Associates in its focus on providing quality healthcare that is affordable and accessible to the community. Here are a few of my past achievements that will enable me to excel in this position:

- Presented idea to management to switch the provider scheduling system from written by hand to a digital app, creating a more efficient schedule and saving hours of monthly work
- Created a department maintenance ledger for facility repair requests, leading to repairs being completed in a matter of days rather than months
- Implemented a department-wide patient experience improvement campaign, increasing satisfaction scores by 10 points month over month

I would like to schedule an interview with you at your convenience to talk further about my skills in creating efficiency and how that can help Medical Associates' patients.

Best regards,

*(Insert Signature Here)*

## JANE ROBERTS

P.S. — I'd also like to tell you how I put together a welcome video for new patients that is displayed on our hospital's website.