

Patient Representative Cover Letter

1045 Douglas RueAnniefort, AZ 56214

Dear Baylor Miller,

In response to your job posting for patient representative, I am including this letter and my resume for your review.

Previously, I was responsible for continual evaluation of processes and procedures, identifying system and workflow improvements to enhance the team's efficiency.

I reviewed the requirements of the job opening and I believe my candidacy is an excellent fit for this position. Some of the key requirements that I have extensive experience with include:

- Manages the formal grievance process when an issue cannot be promptly resolved to the patient's satisfaction
- Ensures compliance with all regulatory requirements for complaint and grievance management
- Responds timely to requests from the staff in the hospital when there is a concern from a patient that needs to be addressed immediately
- Serves as a resource to colleagues and medical staff to enhance the patient experience
- Provides coaching and education to colleagues to enhance the patient experience
- Participates in the Grievance Committee and PFAC
- Teaches new employee orientation
- Understands and utilizes the problem solving process in working with patients, family members, Medical Staff and colleagues

Thank you in advance for reviewing my candidacy for this position.

Sincerely,

Riley Price