

August 12, 2017

Wellmont Regional Medical Center
1 Medical Park Blvd.
Bristol, TN 37620
Attn: Jane Jones, Human Resources

Re: Director for Patient Financial Services

Dear Mrs. Jones:

I was very interested to see your advertisement for a Director of Patient Financial Services advertised through the King University Career Center. I have been seeking just such an opportunity as this, and I think my background and your requirements may be a good match. My resume is enclosed for your review.

Of particular note for you and the members of your team as you consider this management placement are my strong accomplishments in **reducing outstandings** and **reorganizing accounting and collections functions** to achieve improved operating efficiency internally and improved cash flow for the institution as a whole.

Consider the following:

- Reduced A/R days from 110 to 60.4.
- Reduced staff by 6.5 FTEs with concurrent increase in total departmental performance.
- Reduced patient complaints with simultaneous increase in A/R collected.
- Improved cash flow by \$1.6 million per month.

Additionally, my contributions have been mainly achieved by improving information flow within the patient financial services function, improving patient financial services utilization of already available MIS services, and improving cooperation between patient services and admissions, UR, contracting, and medical records functions.

After fifteen years in patient accounting, I have a thorough understanding of every aspect of this function in a modern hospital/medical center setting. My current employer is very happy with my performance, but I view myself as somewhat of a troubleshooter, and most of the reorganizations initiated here have already come to fruition, so I am eager to consider new challenges.

If you are seeking a manager who stays abreast of her field, who understands technology, who earns 100% staff support, and who is as career-committed as it takes to achieve total success, then please consider what I have to offer. I would be happy to have a preliminary discussion with you or members of your committee to see if we can establish a mutual interest. I will call you within the week to answer any initial questions you may have, and to hear about your hiring process.

Thank you for your attention to these materials. I certainly look forward to exploring this further.

Yours truly,

Brenda J. Smith

Enclosure