

5/17/2005

To Whom It May Concern:

It is with great enthusiasm that I write a recommendation for Jackie Schaffer for a position as a healthcare executive. I have had the pleasure of being a direct report of Mrs. Schaffer's for over 3 years. At that time, I have had the opportunity to view her ability to accomplish tasks in a timely manner, develop creative policies and procedures, manage the day to day operations of a busy medical practice and to support difficult situations that presented by doctors, employees and patients. Mrs. Schaffer composer typically was calm, professional and gracious.

Mrs. Schaffer offered me a position as the check receptionist of a large psychiatric practice. She took a risk in offering me this position since I had no previous work experience in healthcare. Quickly I gained a tremendous amount of knowledge from her on how to schedule follow-up appointments, to post daily charges to our billing system and to perform daily closes of our billing system. Later she trained me to obtain authorization for medical services and to confirm benefits on a patient.

Having no medical office management experience at times I was overwhelmed, but throughout my training Mrs. Schaffer made me feel comfortable and was patient with me as I learned the processes of our office. These characteristics were not only direct to me, but to everyone she worked with in the practice.

Mrs. Schaffer also had the highest respect for the physicians she worked for even though at times it was challenging to appease 10 psychiatrists and 8 license clinical social workers. She was always fair and accommodating to the providers and continues required changes that they gave to her to fix or change on a daily bases.

She was a mentor to my peers and myself and each of us were able to move on to bigger and better positions in our professional careers. My former peers and I credit her for our professional success. Any employee will be lucky to have Mrs. Schaffer as their direct supervisor and will succeed has an employee of hers.

Should you have any further questions please contact me at 561.315.3356.

With my highest recommendation,

Kelly Dew