

## **Patient Advocate / Medical Front Desk**

**Location:** Denver & Golden, CO

**Job Type:** Full-Time (Monday–Friday)

### **About the Role**

We are seeking a highly motivated, detail-oriented individual who thrives in a fast-paced environment and truly enjoys working with people. As the first point of contact for our patients, you will set the tone for their experience—delivering “Nordstrom-level” customer service while fostering meaningful, one-on-one relationships.

This role is part of an extremely busy surgical practice, requiring strong multitasking abilities, excellent communication skills, and the ability to prioritize patient needs without compromising quality of care.

**This position requires working at both our Denver and Golden office locations.**

### **Key Responsibilities**

- Welcome and assist patients upon arrival, ensuring a warm and professional experience.
- Manage patient check-in and check-out using EMR systems while maintaining accurate medical records.
- Handle multi-line phone systems to schedule appointments and answer patient inquiries.
- Deliver exceptional customer service, addressing patient concerns and coordinating communication with medical staff.
- Maintain patient confidentiality and strict adherence to HIPAA regulations.

### **Qualifications**

#### **Required:**

- Strong customer service background
- Advanced office, phone, and computer skills
- Ability to multitask in a high-volume setting

#### **Preferred:**

- Experience in a surgical or healthcare environment

- Familiarity with EMR systems and medical office procedures

### **Benefits**

- 401(k)
- 401(k) matching
- Health insurance
- Dental insurance
- Vision insurance
- Health savings account
- Flexible spending account
- Paid time off

### **Work Location**

In person — **Denver and Golden offices**