

753 Maleta Lane
Suite 101G
Castle Rock, CO 80108



P: 720-770-3919
F: 720-538-3001
BrigidMedical@pm.me

Job Description

Position:	Patient Care and Operations Coordinator
Classification:	Full-time, Non-Exempt, Employee
Reports To:	Jocelyn Cavender, Owner
Location:	Remote –Employee must reside in, and this position may only be performed from, the State of Colorado or the Commonwealth of Virginia.
Starting Pay:	\$22 per hour
Work Schedule:	Minimum 32 hours per week, flexible hours with M-Th 0900-1600 phone coverage. This is a non-exempt, hourly position; all hours worked must be accurately recorded, and any hours beyond the standard schedule (including overtime) require supervisor pre-approval.

This position is classified as Non-Exempt under the Fair Labor Standards Act and applicable state wage and hour law. The employee is eligible for overtime compensation for hours worked in excess of 40 hours in a workweek (and, if the employee works in a state with daily overtime requirements, for hours worked in excess of the applicable daily threshold), and must accurately record all hours worked using the Company's timekeeping system.

Position Summary

We are seeking a highly organized and detail-oriented Patient Care and Operations Coordinator to join our healthcare team. Patient Care and Operations Coordinator is a hybrid role covering a wide range of administrative and operational duties in addition to patient case load management. In addition to overseeing the day-to-day operations

Patient Care and Operations Coordinator is responsible for ensuring that healthcare services are delivered efficiently and effectively. The ideal candidate will oversee day-to-day operations, direct patient care coordination, manage healthcare staff, and ensure that all clinical operations run smoothly and efficiently. The ideal candidate would be a highly organized and collaborative professional who enjoys working across operations, finance, communications, and project coordination.

Responsibilities and Skills

- Serves as the main liaison with the ability to work effectively with patients, families, healthcare providers, and associated healthcare agencies using strong communication skills and interpersonal skills
- Establish a compassionate environment by providing emotional and psychological support to patients and patients' families with an empathetic and patient-focused attitude
- Answers, screens, and triages incoming phone calls and routing messages to the appropriate staff.
- Manages incoming and outgoing faxes, emails, and mail correspondence.
- Relay lab results as instructed by the provider, and assist with prescription refills or referrals
- Addresses patient questions, resolves concerns, and guides them through facility processes in a timely manner
- Schedules, confirms, and reschedules patient appointments, ensuring to accommodate patient needs and preferences when clinical operations allow
- Process necessary medical documentation (like new patient registrations or patient assessment documents)
- Retrieves record, imaging and diagnostic results, pathology and other requests for treatment team

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- Updates and verifies patient demographics and personal information in the Electronic Health Records (EHR) system
- Maintain accurate and up-to-date patient records
- Assist in verifying patient health insurance coverage, eligibility, benefits, and complete authorizations before the patient's visit
- Collects co-pays, deductibles, and outstanding balances at the time of service
- Assists with basic billing inquiries, processing payments, and maintaining accurate financial ledgers
- Prepare patient charts, telehealthcheck-in arrivals, and ensure all paperwork is complete prior to the appointment
- Ability to maintain patient confidentiality and comply with privacy regulations
- Assist patients in connecting with appropriate healthcare providers, insurers, payer programs, and other resources to meet social and clinical needs
- Coordinates with outside agencies, such as specialty facilities, transportation agencies, and others as indicated
- Assist in collaborating with the care management and behavioral health teams for effective patient or client outreach, care coordination and handovers across the continuum of care
- Assist in patient referrals and provide patient educational resources per provider direction
- Oversee daily operations of the clinic, ensuring compliance with regulations and standards
- Participate in quality improvement initiatives to enhance patient care and operational efficiency
- Assist with vendors and contractors, build and maintain vendor relations, handle minor bookkeeping tasks, track expenditures, and assist with budget coordination
- Monitor project timelines, and organize meetings or special events
- Provide training and support to healthcare staff as needed
- Ensures all patient records and office practices comply with healthcare regulations like HIPAA
- Ensure all clinical and administrative functions align with state healthcare regulations like HIPAA, safety standards, and institutional policies
- Exhibit critical thinking skills, decisive judgement and the ability to work with minimal supervision
- Detail-oriented and able to multitask in a fast-paced environment while prioritizing tasks effectively
- Strong time management, planning, prioritization and organizational skills
- Strong analytical, critical thinking and problem-solving skills
- Resourceful and ability to handle multiple tasks simultaneously
- Attention to detail and accuracy
- Strong work ethic, reliable and self-motivated
- Responds well to feedback and demonstrates consistent follow-through



- Flexible, open to change in business processes

Requirements

- Associate's degree or higher in healthcare-related field (Bachelor's degree preferred)
- Minimum of 5 years of experience in a clinical setting, with 3+ years in leadership roles.
- Excellent computer skills and familiarity with Microsoft Office programs and Adobe Acrobat.
- Knowledge of medical terminology, insurance procedures, and electronic health record (EHR) systems.

Additional Employment Terms

- **Meal and Rest Periods:** As a non-exempt hourly employee, Employee will be provided rest and meal periods in accordance with applicable state law. If Employee is based in Colorado, this includes a 10-minute paid rest period for each 4 hours worked and an unpaid 30-minute meal period for shifts exceeding 5 consecutive hours, as required under Colorado's COMPS Order. If Employee is based in Virginia, state law does not require meal or rest breaks for employees 16 or older; however, the Company will, consistent with federal law, pay for any break of 20 minutes or less that it offers and will provide an unpaid meal period of at least 30 minutes when Employee is fully relieved of duties.
- **Overtime:** Overtime must be authorized in advance by the Employee's supervisor and will be paid in accordance with federal and applicable state law. Under the Fair Labor Standards Act and Virginia law, overtime is paid at 1.5 times Employee's regular rate for hours worked over 40 in a workweek; Virginia does not require daily overtime. If Employee is based in Colorado, overtime is also required for hours worked in excess of 12 hours in a workday or 12 consecutive hours, whichever is greater, under Colorado's COMPS Order.
- **Benefits:**
 - **401(k):** Company matches 100% of the first 5% of Employee's contributions, then 50% of the next 5% (i.e., up to a maximum Company match of 7.5% on a 10% employee contribution).
 - **Paid Time Off (PTO):** PTO combines sick and vacation leave into a single bank. Employee will be credited 80 hours of PTO on January 1 for each of the first two years of employment. Beginning on Employee's first anniversary, the annual PTO credit will increase by 8 hours each January 1 thereafter. New hires will have their first-year PTO credit prorated based on the calendar quarter of hire (e.g., an employee hired in the fourth quarter will receive 25% of the annual amount, or 20 hours, for the remainder of that year).
 - **PTO Cap:** Accrued/credited PTO is capped at 160 hours. Once Employee's PTO balance reaches 160 hours, no additional PTO will be credited or accrued until the balance is reduced below the cap through use.
 - **Health Insurance:** Not offered at this time.
 - **Health & Fitness Stipend:** Up to \$500 per calendar year for health- and fitness-related expenses.

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- Home Office Stipend: Up to \$500 per calendar year for ergonomic upgrades to Employee's home workspace, to promote a safe and productive workspace.
- Application Deadline: Posting will remain open until filled.
- Salary History: Consistent with Virginia law effective July 1, 2026, the Company will not seek, request, or rely upon any applicant's wage or salary history in making hiring or compensation decisions, and will not retaliate against an applicant or employee for declining to provide it or for requesting the applicable wage or salary range.
- Equal Employment Opportunity: Brigid Medical, LLC is an Equal Opportunity Employer. We do not discriminate on the basis of race, color, religion, sex, national origin, age, disability, genetic information, sexual orientation, gender identity, or any other status protected by applicable federal, state, or local law. All employment decisions are based on qualifications, merit, and business need
- At-Will Employment: Employment with Brigid Medical, LLC is at-will, meaning either the employee or the Company may terminate the employment relationship at any time, with or without cause or notice. Nothing in this job description constitutes a contract of employment or a guarantee of continued employment for any specific duration.