

## Receptionist Interview Questions

1. Share an experience you had in dealing with a difficult person and how you handled the situation.
2. Tell me how you organize, plan, and prioritize your work.
3. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
4. Share an effective method you have used to ensure the confidentiality of medical records.
5. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
6. Provide an example when your ethics were tested.
7. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
8. Provide an experience in which you ensured the completeness and accuracy of medical records.
9. In your experience, what is the key to ensuring your company was compliant with all laws, regulations and standards that were applicable to your area of responsibility?
10. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.
11. Share your experience processing and preparing business and government forms and/or patient documents.
12. What is the state of your compilation of patients' medical records? Name one thing you would like to improve.
13. Tell me about an effective health record index or storage and retrieval system which you developed and/or maintained.
14. How do you balance cooperation with others and independent thinking? Share an example. (Try to

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determine if the candidate has a cooperative attitude or is otherwise good-natured.)
15. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
16. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)
17. Name a time when your patience was tested. How did you keep your emotions in check?
18. Provide an effective method you have used to assign patients to diagnosis-related groups.
19. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
20. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?
21. Share an experience in which you successfully identified, compiled, abstracted, and/or coded patient data. Describe the classification system which you used.
22. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?
23. Provide a time when you dealt calmly and effectively with a high-stress situation.
24. Share a time when you willingly took on additional responsibilities or challenges. How did you successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and can demonstrate some initiative.)
25. Share an experience in which you successfully trained and supervised a medical records staff. What methods made you successful?
26. Share an experience when you applied new technology or information in your job. How did it help your

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company?

27. Share an experience in which personal connections to coworkers or others helped you to be successful in your work. (Make sure candidate works well with others.)

28. Describe a time when you prepared effective reports and presentations of information.

29. Provide an example of when you were persistent in the face of obstacles.

30. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?

31. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?

32. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?

33. Would you consider analyzing data or information a strength? How so?

34. Name a time when your creativity or alternative thinking solved a problem in your workplace.

35. Tell me about effective in-service educational materials, which you developed.

36. Share an experience in which your willingness to lead or offer an opinion helped your company.

37. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?

38. Please share an experience in which you presented to a group. What was the situation and how did it go?

39. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)

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40. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?

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41. Give me an example of when you thought outside of the box. How did it help your employer?

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42. Describe a time when you successfully provided personal assistance to a coworker or patron.

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43. Tell me about a recent experience you've had working with your hands.

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44. What have you found to be the best way to monitor the performance of your work and/or the work of others? Share a time when you had to take corrective action.

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45. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.

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46. What is the key to success when communicating with the public.

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47. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.

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48. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.

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49. How do you stay fit in order to perform physical activities that are required in the workplace?

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50. What are some long-range objectives that you developed in your last job? What did you do to achieve them?

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51. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.

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52. Provide a time when you were able to identify a complex problem, evaluate the options, and implement a solution. How did the solution benefit your employer?

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53. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?

54. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?