

## Patient Service Representative Interview Questions

1. Share an experience you had in dealing with a difficult person and how you handled the situation.

2. What is the state of your records? What is something you would like to improve upon?

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

4. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?

5. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?

6. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)

7. Provide an experience in which you effectively administered prescribed oral medications.

8. Share an experience in which you helped a patient move around, clean, and/or with personal care.

9. Share an experience in which you effectively planned, purchased, prepared, and/or served meals to a patient. How did you ensure that meals met the prescribed diet?

10. Name a time when your patience was tested. How did you keep your emotions in check?

11. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?

12. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)

13. Provide an example when your ethics were tested.

14. Describe your experience accompanying clients on trips outside of the home.

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

16. How do you balance cooperation with others and independent thinking? Share an example. (Try to determine if the candidate has a cooperative attitude or is otherwise good-natured.)

17. Share an experience in which you effectively directed a patient in a prescribed exercise and/or in the use of a device.

18. Describe a time when you provided a patient or family with emotional support and/or instruction.

19. Share an experience in which your attention to detail and thoroughness had an impact on your last company.

20. Provide a time when you dealt calmly and effectively with a high-stress situation.

21. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)

22. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.

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

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

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

26. Provide an effective method you have used to keep patients mentally healthy and alert. Provide an experience.

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27. 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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28. 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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29. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.

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30. 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.)

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31. Tell me how you organize, plan, and prioritize your work.

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32. 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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33. 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.)

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

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35. Share your experience caring for children. How about disabled children?

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

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

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38. Provide an experience in which you effectively massaged patients or provided treatments.

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

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

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

42. 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?

43. Share an experience in which your diligence of inspecting equipment, structures, or materials helped you identify a problem or the cause of a problem.

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

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

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

47. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.

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

49. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.

50. Share an experience when you applied new technology or information in your job. How did it help your company?

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

52. Describe an experience in which your ability to work well with others and reconcile differences helped

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your company or employer. (Make sure the candidate knows how to negotiate.)

53. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.

54. Share an experience in which you used new training skills, ideas, or a method to adapt to a new situation or improve an ongoing one. (Look for the candidate's ability to learn.)

55. Please share with me an example of how you helped coach or mentor someone. What improvements did you see in the person's knowledge or skills?

56. 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?