

Patient Accounts Representative Interview Questions

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

2. Provide an experience in which you effectively prepared itemized statements, bills, and/or invoices.

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

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

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

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

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

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

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

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