

## Medical Department Secretary Interview Questions

1. Share an experience you had in dealing with a difficult person and how you handled the situation.
2. Share an experience in which you authorized drug refills.
3. What is the key to success when communicating with the public.
4. Describe a time when you successfully provided personal assistance to a coworker or patron.
5. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
6. Tell me how you organize, plan, and prioritize your work.
7. Share an experience when you applied new technology or information in your job. How did it help your company?
8. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
9. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?
10. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
11. Please share an experience in which you presented to a group. What was the situation and how did it go?
12. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
13. 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?
14. Share an experience in which your diligence of inspecting equipment, structures, or materials helped you

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identify a problem or the cause of a problem.

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

16. Describe your experience preparing and administering medications.

17. Provide an example when your ethics were tested.

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

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

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