

## Patient Services 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 key to success when communicating with the public.

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

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

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 scheduled and confirmed appointments and consultations.

7. Provide an example when your ethics were tested.

8. Provide an effective method you have used to greet visitors and direct them to the appropriate staff.

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

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

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

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

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

14. Describe your experience operating office equipment (e.g. voice mail messaging systems and software applications).

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15. Share your experience performing bookkeeping duties.

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

17. Share your experience completing insurance and claim forms.

18. Provide an experience in which you effectively compiled and recorded medical charts, reports, and/or correspondence.

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

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

21. 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.)

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

23. 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.)

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

25. Provide an experience in which you effectively maintained medical records, technical library, and/or correspondence files.

26. Provide an experience in which you transcribed recorded messages and/or practitioners' diagnoses and recommendations into patients' medical records.

27. 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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28. Describe your experience performing clerical and/or administrative functions.

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

30. 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.)