Certified Professional Coder (cpc) 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 somone'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

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?