# Certified Professional Coder (cpc) Interview Questions

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

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

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

4. Provide an experience in which you effectively distinguished between homonyms or recognized an inconsistency. What methods did you use to correct the problem?

5. Share an effective method you have used to ensure that transcribed reports have correct spelling and grammar, are clear and consistent, and contain proper medical terminology.

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

7. Share an experience in which your understanding of medical jargon and abbreviations helped you to transcribe a report accurately.

8. Describe the methods you have used to take dictation and to convert dictated materials to written form.

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

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. Provide an effective method you have used to identify mistakes in reports. Share an experience.

12. Share an experience in which you performed data entry and data retrieval services.

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

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

15. Provide an example when your ethics were tested.

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

17. Tell me about an effective medical file or database which you set up and/or maintained.

18. 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.)

19. Share an experience in which you successfully performed clerical duties and office tasks.

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

21. 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.)

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

23. 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?

24. What factors do you consider when deciding which information to include in reports?

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

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

27. Provide an effective method you have used to screen telephone calls and visitors. Share an experience.

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

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

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