

Patient Services Representative Interview Questions

1. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.

2. Share an effective method you have used to coordinate communication between patients, family members, medical staff, administrative staff, and/or regulatory agencies.

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 you had in dealing with a difficult person and how you handled the situation.

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

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

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

9. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.

10. 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?

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

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

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

Patient Services Representative Interview Questions

14. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.
15. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?
16. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
17. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?
18. Please share an experience in which you presented to a group. What was the situation and how did it go?
19. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
20. Name a time when your patience was tested. How did you keep your emotions in check?
21. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.
22. Provide an example when your ethics were tested.
23. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
24. Provide a time when you dealt calmly and effectively with a high-stress situation.
25. 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.)
26. Share a time when you willingly took on additional responsibilities or challenges. How did you

Patient Services Representative Interview Questions

successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and can demonstrate some initiative.)

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

28. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.

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 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.)