



# MGMA Career Center

INTERVIEW TOOLKIT

The interview process can be equally as stressful for the interviewer as it is for the candidate. Get quality candidates in the door faster with this interviewing best practices checklist and sample interview questions.

## INTERVIEWING BEST PRACTICES CHECKLIST

### **Before the Interview**

- Develop standardized interview questions based on the job description and key position responsibilities, candidate resume, & organization values.
- Use the same list of questions for each applicant.
- Incorporate behavioral questions when applicable as past performance is an indicator of future performance.
- Ensure interview questions comply with federal and local laws.
- Confirm interview details with candidate. Be sure to provide clear directions, a tentative schedule, names and titles of interviewees, etc.
- Prepare for the interview. Practice, reserve conference room, dress professionally, etc.

### **During the Interview**

- Ensure applicant feels at ease. Introduce yourself and others, offer a beverage, review interview schedule and ask if they have any questions before you begin.
- Ask questions one at a time to allow the candidate to completely answer each question. Ask follow up questions to ensure you feel confident with their knowledge, skills, and abilities.
- Review the position responsibilities and expectations with the candidate. Provide more detail about your practice.



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- Open up the interview to the candidate to ask any follow-up questions of you.
- Explain the anticipated timeline for making a decision and next steps of the process. If this is a final interview, providing detailed information on the benefits is beneficial.

### **After the Interview**

- Discuss the interview with all staff involved in the process. Rely on notes and solid facts to make a sound decision.
- Request any required information from the final candidate to move forward to the final stage of the process (i.e. background check form, application, references, etc.).
- Extend an offer of employment and send rejection letter(s) to all candidates not selected.

### **Other notes:**

See recruitment best practices checklist for a more detail to assist you before and after interviewing.

See onboarding best practices checklist to assist you in preparing for your new hire after your candidate accepts.



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### Sample Phone Interview Questions

- Name     Position
- Date     Phone Number

### Introductions:

- Explain the open position at your practice
- Schedule of phone interview (explain what will be discussed and general time frame for call)

### General Questions:

- Tell me why you are looking for a new opportunity at this time?
- Why are you interested in this role?

### Work History:

- Share with me about your current position (main responsibilities, what do you like and dislike about role)

### Other questions based on position:

- Add additional position specific questions and use same for all interviews for same position

### Job Requirements:

- Education Verification     Certification/License Verification

### Salary Requirements:

- Please tell me your salary requirements

### Schedule Information:

- Go over schedule expectations for role and ensure they can meet this

### Company Info:

- Can you share with me what you know about our practice?
- Why are you interested in our practice?
- Position information & practice info (Provide more detailed info on role and practice)
- What questions can we answer for you?

### Discuss next steps

- Provide a timeframe for when you will be back in touch



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### Sample In-Person Interview Questions

- Tell me about yourself.
- What are your strengths/weaknesses?
- What interests you about this position/our practice?
- Why do you want to leave your current position?
- Tell me about your past experience as it relates to this position.
- Describe a typical day at your present (or last) job.
- What do you like most and least about your current position?
- Why do you want to work in healthcare?
- What would your current or previous boss tell me are your strengths and weaknesses?
- Tell me about an assignment or project that challenged you.
- What motivates you?
- Tell me about a time you disagreed with your boss's decision or direction.
- Tell me about a time you had to deal with a difficult coworker or patient.
- Could you tell me about a time you delivered bad news and how you handled it?
- How do you handle multiple deadlines and projects?
- What process do you follow to make a decision?
- What impact do you hope to make in the healthcare field?
- Tell me about a time you delivered great service to a customer/patient.
- Give me an example of how you have applied new technology to solve a problem.
- Tell me about a time you worked as part of a team. Successes? Failures?
- What are your salary requirements?



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### Sample Interview Questions for Practice Administrators

- How do you ensure patient safety?
- How do you ensure the organization delivers the best care?
- How do you stay on top of best practices, compliance/legal issues, reporting, operational efficiencies, etc.?
- Tell me how you manage medical staff to produce the best results.
- How do you ensure success for the practice?
- Tell me about your experience dealing with operational budgets.
- Tell me about a time you dealt with an upset patient/customer.
- Tell me about a time you dealt with an upset physician.

### Sample Interview Questions for Managers

- Describe your management style.
- How do you motivate and recognize your employees?
- What professional development opportunities do you support?
- What is the most difficult employee relations issue you have managed?
- How do you delegate effectively?
- Who have you coached and mentored to achieve success?