



AMERICAN OPTOMETRIC ASSOCIATION

Paraoptometric Recruiting & Retention Program

Sample Interview Questions

- Questions for someone who has worked in healthcare:
 - 1) How do you handle difficult patients?
 - 2) How do you help patients understand when the appointment schedule is backed up?
 - 3) Give examples of a time when you helped ease patients' anxieties.
 - 4) What steps did you take to protect the patient's personal information and confidentiality?
 - 5) Tell me why HIPAA is so important?
 - 6) What personal skills do you consider most important when you work with patients?
 - 7) What do you consider an ideal work environment?
 - 8) Tell me about a time when teamwork was essential to your work.
 - 9) How would you prioritize your workload?
 - 10) What are your goals professionally?

- Questions for someone who has no experience in healthcare:
 - 1) Why are you interested in this position?
 - 2) Are you able to communicate easily with people you don't know?
 - 3) Do you look forward to learning new skills?
 - 4) How do you perform under stress?
 - 5) What qualities do you consider essential when working with patients?
 - 6) Are you able to work with others?
 - 7) Do you understand the importance of protecting patients' personal information?
 - 8) What do you consider to be your weakness? Strength?
 - 9) Do you have a conflict with any of the office procedures and policies?
 - 10) Where do you see yourself professionally in the next few years?

- General interview questions:
 - 1) What assets can you bring to this practice?
 - 2) How do you respond to criticism?
 - 3) In what ways are you easy and difficult to work with?
 - 4) What do you do when things are slow at work?
 - 5) What motivates you?
 - 6) How do you cope with job stress?
 - 7) What do you think you would like most about this job?
 - 8) Who is the toughest employer you've ever had and why?
 - 9) If you saw an employee violating a company policy, what would you do about it?
 - 10) Is there anything I should know about you?

□ Interview Tips:

- When interviewing for a staff position, involve a current staff member in the interview process
- Give a brief overview of the position and the practice before asking the interviewee questions
- Use situation-based questions that allow for the interviewee to give personal examples of experiences in their career
 - Tell me about a time when...
 - Explain the process you follow for...
 - How have you dealt with...
- Let the interviewee know what your timeline is for filling the position and when they can expect to hear back from you
 - Always follow up with the interviewee even if they are not the candidate you are selecting; they could still be a viable candidate in the future