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.