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20 Interview Questions for Medical Receptionist Job Applicants

1. Why do you want to work as a medical receptionist?
2. Tell us something about your working experience.
3. Why did you leave your last job?/Why do you want to leave your present job?
4. What do you consider your greatest weakness as a medical receptionist?
5. What are your expectations on doctors and other staff at this healthcare facility?
6. This is a routine job. How do you plan to motivate yourself?
7. How do you imagine a typical day in work?
8. Can you work with MS Office? What other computer programs are you familiar with?
9. On a scale from 1 to 10, how would you rate an importance of a receptionist, if we talk about overall impression of a patient/guest?
10. Imagine that one of the patients tried to start relationship with you. What would you do? How would you react?
11. If a patient accused you of a bad service, what would you do?
12. Tell me about a time when you developed your own way of doing things.
13. Tell me how you organize, plan, and prioritize your work.
14. Describe a situation when you were under pressure in work.
15. Describe a situation when you went above and beyond with your service (for the patient, for the colleague)
16. Describe a time when you struggled to communicate something to your boss, colleague, or to a patient/customer. How did you manage to get your message over?
17. What have you found to be the best way to monitor the performance of your work?
18. Do you have any experience with completing insurance forms?
19. Imagine the following situation: Two patients come to an office, both of them having an appointment at 9am. You realize that you made a mistake and scheduled both of them at the same hour. What will you do?
20. What are your salary expectations?

Source and answers to all questions: <https://interviewpenguin.com/medical-receptionist-interview-guide-ebook/>