



Practice Management Curriculum

Sample Interview Questions for Job-Sharing Nursing Positions

Ensure that the candidate has received a job description and a list of office policies prior to interview.

General Introduction

- We have reviewed your CV. Is there anything you would like to add to it
- Clarify any questions from CV.
- May we call your references? (Get phone numbers.)
- Do you have any questions from the job description or office policies we have provided?
- Could you tell us about yourself and your professional experience to date?
- Have you worked in a family practice office before?
- If not, what exposure to family medicine and pediatrics did you have during your training?
- Why do you want to work in a physician's office?

Evaluation of Experience and Office-Based Skills Nursing Procedures

- Chem strips
- IM, SC and SD injections and immunization protocols
- Are you experienced and comfortable with giving injections to babies and children?
- Allergy injections and protocols
- TB testing
- Infection/sterile procedures/protocols for instruments/speculums, etc.
- Using an autoclave
- Ear syringing
- Liquid N2 treatment for warts
- Changing packing for small abscess care
- Spirometry Nursing Phone Management
- Do you have experience in triaging phone calls from patients to decide if they should be seen as a same-day patient?
- Do you have experience with dealing with pediatric problems: fever, rashes, feeding problems?
- Do you have experience in making callbacks to patients, to give them abnormal lab reports and to offer them a follow-up visit?



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Office IT and Communications Systems

- Do you have experience in computer billing and software, and patient registration? If so, what systems?
- Word processing and typing speed
- Use of fax machine, photocopier, phone system with intercom
- Debit machine

Experience with Confrontational Patients

- You take a call from a patient who is very upset that they have received a bill for missing their pre-booked checkup. They become verbally abusive on the phone. How would you handle this?
- A patient arrives 10 minutes before their appointment and now has been waiting for 40 minutes in the waiting room. The doctor sees three other patients who arrived after they did, but have been shown in for their appointments. The patient gets angry and demands to be seen now. The patient becomes agitated and noisy in the waiting room and verbally abusive to you and the receptionist. What would you do?
- A parent will not hold their screaming child appropriately for you to give a shot. Another parent persists in trying to negotiate with their crying 2-year-old so you can give the shot. We are behind, the child is screaming. What should you do?

Initiative

- Can you tell us about the tasks that you disliked most in your previous job?
- What did you like most about your present or previous job?
- Did you improve any procedures in your last job?

General Questions

- What was your last employer like?
- What was the pace of the day and patient load in your previous workplace?
- May we ask why you are looking for a new job?
- Can you work under pressure? (Our day is unpredictable.)
- Can you remember names and faces? Can you multi-task? Please explain.
- Will it be difficult for you if we need to run late/overtime?
- May we ask where do you see yourself professionally in three years?