

# 2024

# Indian Health Service Partnership Conference

## Interview Techniques

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NORTHERN NAVAJO MEDICAL CENTER



# Learning Objective

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To share best practices in professionally conducting interviews effectively to find the best candidate for the job.



# Preparing For The Interview

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1. Face-to-Face versus Telephone Interview – Pros and Cons
2. In-person interviews gives you the opportunity to see the applicant and see how they respond to your questions.
3. Shows how individual presents themselves (*attire, attitude*).
4. Shows that person is interested in the job.
5. Telephone interviews do not allow you to see the behavior of the applicant.

# Preparing For The Interview

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## 6. Interview notification request with basic information:

Dear Ms./Mr.

*Congratulations!* Your application has been referred as a candidate for the Medical Records Technician (Coder) position at Northern Navajo Medical Center (NNMC) in Shiprock, New Mexico.

I would like to set up a face-to-face interview with you for this position on **Monday, February 2, 2024 @ 8:30 am**, at the Tse'Bit'Ai Conference Room – A, located at the Northern Navajo Medical Center Administrative West Wing, 2<sup>nd</sup> floor. NNMC is located on U.S. Hwy. 491 north. The interview will be approximately 1 hour. Please bring with you your reference listing.

The position you applied for is for an outpatient coder for the Northern Navajo Medical Center, which averages over 400,000 outpatient visits yearly. There is no Government housing available, and this position is not designated as remote or telework.

Should you not be interested in this position, please send me a reply stating so. Please confirm your interview with me, by email or phone. I look forward to meeting you.

# Information to Share with Applicant

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1. Shift work requirement (*weekend, evening, midnight, Holidays*)
2. Position requirement: On-site, telework, remote work.
3. Government Housing availability.
4. Number of employees in department and section.
5. General description of what daily work will entail.

**FYI**

# Interview Schedule

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6. Plan around your busy schedule. Do all at once.
7. Is applicant available and flexible – demanding of time, or giving you signs of unavailability due to other commitments.

**INTERVIEW SCHEDULE**  
*Medical Records Tech (Coder) - 5 applicants*  
*HIM Dept.*

**Thursday, August 3, 2024**

<i>TIME</i>	<i>NAME</i>	<i>Confirmed</i>	<i>Info</i>
9:00 – 10:00	<i>Elsie Doe</i>	X	
10:15 – 11:15	<i>Anthony Doe</i>		Need references
11:30 – 12:30	<i>Linda Doe</i>	X	
<b>LUNCH</b>			
1:15-2:15	<i>Marita Doe</i>		Need references
2:30 - 3:30	<i>Ashlyn Doe</i>		Need references

# Review Applications Prior

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1. Identify any possible questions to ask based on application, such as:
  - Job jumping
  - Clarification on job held
  - No references provided
  - Notation of not to contact current supervisor – *Why?*
2. Add any of these inquiries to your interview sheet.



# Interview Protocol

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1. Greet the applicant and thank them for their interest in the job.
2. Quick Introductions.
3. Describe the duties of the position and your department.
4. Purpose of the interview – to gather additional information about you and your work experience, along with asking questions about your skills and abilities.





# Interview Protocol

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5. If you don't know the answer to a question which may be specific to our facility department do not feel bad as this information will be used to determine what areas we will need to get you competent in should you get selected.
6. As you respond, mention to applicant you will be taking notes, so pardon me if I am not looking at you.



# Interview Protocol

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7. After the interview questions, let the applicant know you will give them the opportunity to ask any questions they may have about the position or the organization.
8. Ask if there are any questions before you begin.



# Interview Documents

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NOTE: Have the following documents with you:

- Current Pay Scale (*annual & hourly*)
- Pay Calendar (*Pay period for possible starting date*)

Prepare to possibly answer basic questions on type of benefits available such as 4K, health insurance, paid leave, etc.



# Preparing Interview Questions

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1. Ask questions specific to the job function and knowledge to obtain additional information needed to determine if the person is qualified at the Grade level applicant applied for.
2. No “*open-ended*” questions (*yes or no replies*).
3. You may need to rephrase your question for the applicant to understand.
4. Ask to provide examples or to explain more.



# Preparing Interview Questions

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5. Performance Standards – Is there a daily quota that needs to be met, and if they had a job that is similar, and how was it successfully met.
6. Customer Service – What type of jobs and experience they have had interacting with the public.
7. Work Ethics – To see what their work characteristics are.



# Preparing Interview Questions

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8. Add a Personal Question to determine if able to quickly think and reply.
9. Ask what expectations do they have of the supervisor.
10. Ask any questions you may have regarding their resume & application that you have concerns or need clarification.
11. Ask why they are interested and applied for the job.
  - *Career change, learn something new, more pay*



# Closing Interview

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12. Lastly, ask if they have any questions regarding the position or organization that may determine if they will accept the job, if offered.
13. Offer a tour of department, if applicant is interested.



# Establish a Rating Sheet

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1. Make sheet simple to use, such as a scoring system.
2. Note if applicant is teachable.
3. Document any personal traits, work ethics, behavior you observed during the interview.





**SUMMARY SHEET:**

Professional appearance: \_\_\_ Good \_\_\_ Fair \_\_\_ Bad

Communication Skills: \_\_\_ Good \_\_\_ Fair \_\_\_ Bad      Articulate ( ) Shows Interest ( )

Job Fit:                    \_\_\_ Yes \_\_\_ No \_\_\_ Potential \_\_\_ Can Train

**Strong Skills:**

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**Weakness:**

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**Overall Comments:**

( ) Strong ( ) Good ( ) Low ( ) Poor

*Interviewer:* \_\_\_\_\_ *Date:* \_\_\_\_\_



# Preparing Interview - Tips

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1. What critical knowledge is required for position.
2. Is there a Selective Placement Factor requirement.  
Example: *Coder position requires ICD-10 education to perform work. Coding cannot be taught on-the-job.*
3. If applicant does not have required knowledge and/or education, end interview, or inform applicant what is needed to do the job.



	<i>Interview Questions</i>	<i>Traits and Answers to look for</i>	<i>SCORE</i> 0=No answer 1=Low 2=Satisfaction 3=Excellent	<i>Comments</i>
5.	Tell me about your knowledge of medical terminology and hospital terms.	<input type="checkbox"/> Basic            ( ) None <input type="checkbox"/> Intermediate <input type="checkbox"/> Advance		
6.	What is your method for keeping medical files and information confidential and safe?	<input type="checkbox"/> Understandings importance <input type="checkbox"/> Good practices shared		
7.	What kind of computer software do you have experience in.	<input type="checkbox"/> Chrome <input type="checkbox"/> Excel <input type="checkbox"/> Microsoft <input type="checkbox"/> Power point <input type="checkbox"/> RPMS		Has knowledge <input type="checkbox"/> Basic <input type="checkbox"/> None <input type="checkbox"/> Intermediate <input type="checkbox"/> Advance

	<i>Interview Questions</i>	<i>Traits and Answers to look for</i>	<i>SCORE</i> 0=No answer 1=Low 2=Satisfaction 3=Excellent	<i>Comments (What stood out)</i>
	<b>INTRODUCTION / INTEREST</b>			
	Introduce your self	<input type="checkbox"/> Is able to articulate past work		Has experience working in <input type="checkbox"/> Hospital <input type="checkbox"/> Clinic <input type="checkbox"/> Office <input type="checkbox"/> Volunteer <input type="checkbox"/> School
	<b>HIM / MEDICAL RECORDS</b>			
1.	What is the role and purpose of the Medical Records Program in health care.	<input type="checkbox"/> Patient Care <input type="checkbox"/> Communication <input type="checkbox"/> Legal documentation <input type="checkbox"/> Billing & reimbursement <input type="checkbox"/> Research & Quality		<input type="checkbox"/> Did not know
2.	Tell me of any courses or trainings that you may have completed that is related to Medical Records.	<input type="checkbox"/> HIT program <input type="checkbox"/> On-the-job		<input type="checkbox"/> None
3.	Have you worked with an electronic medical record system? If so what type?	<input type="checkbox"/> RPMS EHR <input type="checkbox"/> Cerna <input type="checkbox"/> Epic		Has knowledge <input type="checkbox"/> Basic <input type="checkbox"/> None <input type="checkbox"/> Intermediate <input type="checkbox"/> Advance
4.	Tell me what type of medical record duties have you performed?	<input type="checkbox"/> ROI <input type="checkbox"/> Coding <input type="checkbox"/> Analyzing <input type="checkbox"/> Scanning <input type="checkbox"/> Archiving		Has knowledge <input type="checkbox"/> Basic <input type="checkbox"/> None <input type="checkbox"/> Intermediate <input type="checkbox"/> Advance

<b>TEAMWORK &amp; WORKING WITH OTHERS</b>			
26.	The position will require you to work both independently and as a team. Tell me of any work experience that you may have had, that is similar.	<input type="checkbox"/> Shows skills as a leader <input type="checkbox"/> Shows skills as a team member <input type="checkbox"/> Understands importance of both	
27.	Tell me about your ability to work with multiple generations in the workforce, and with customers.	<input type="checkbox"/> Good working relationship <input type="checkbox"/> Respect <input type="checkbox"/> Patient oriented	

**PERSONAL TRAITS**

34.	The position will require you to learn quickly to perform work in various areas which is rotated every 2 weeks. Share with me your learning method and how you would retain the knowledge needed to perform the work.	<input type="checkbox"/> Verbalizes good learning techniques		
35.	Give me 3 words that describe you.	<input type="checkbox"/> Able to think quickly <input type="checkbox"/> Answers describe personality		
36.	What do you expect from your supervisor in order to be successful in your job?	<input type="checkbox"/> Good response <input type="checkbox"/> Identified support/tools needed <input type="checkbox"/> Negative reply (grips, complaints)		
37.	Do you see yourself still in the position of medical records technician in the next five (5) years?	<input type="checkbox"/> Career goal <input type="checkbox"/> For experience & then move on		
38.	So tell me, why did you apply for this position?	<input type="checkbox"/> Promotion only <input type="checkbox"/> Tired of current job		

# Interview Questions - Resume

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Ask questions for clarification that you may have from their application.

1. *I see that you have been at several jobs short term. Can you share with me why.*

NOTE: Government invested a lot of time and effort in training new employee and then the person leaves.

2. *You had a break in job for X years, what is the reason may I ask. Ask what they have done to keep skills up.*



# Interview Questions - Resume

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- 3. You had worked with us prior and left our organization or department. Tell me what skill and knowledge have you learned and developed that you will bring to this position.*
- 4. I see you have a degree in XXXXX. Tell me what your ultimate career goal is.*





# Sample Interview Questions - Coder

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1. Tell me how many visits do you code in a day.
2. What experience do you have with Transcodes and a chargemaster system.
3. Share with me your experience with coding auditing.
4. Give me an example of when would you apply a modifier to a code.
5. What is your technique to address a coding question or clarification to a health care provider.
6. Tell me what you personally do to keep up with your coding proficiency and education.



# Sample Interview Questions - Registration

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1. Explain to me why you think Patient Registration is critical in health care.
2. Tell me how you would explain IHS eligibility to a person.
3. Why is it important to ask for, and review, documents when establishing and updating patient records.
4. Give me some reasons why updating the patient's demographic information is important.
5. Share with me any other languages you may speak.



# Sample Interview Questions - Registration

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6. Do you have health insurance for yourself and if so, can you explain the health care plan to me.
7. Can you explain to me what is covered by each Medicare Plan: Part A, Part B, Part C, and Part D
8. What's your best technique to defuse an upset person.
9. Have you worked records that are highly confidential.
10. Demonstrate for me how you would greet and present yourself to a patient you are going to interview.



# Sample Interview Questions - Biller

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1. Have you performed any type of billing.
2. How does medical billing effect and impact the revenue cycle.
3. What type of medical claims are you familiar with (*Medical, Professional, Dental, Workman Comp*)
4. Share with me a time where you had difficulty with an insurance company or third-party payer on processing a medical claim, and how was the issue resolved.



# Sample Interview Questions - Biller

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5. Can you identify the timely filing limits with the following payors:
  - a. Medicare (*12 mos. from DOS*)
  - b. Medicaid (*2 yrs. from DOS*)
  - c. Private Insurance (*varies but 1 year from DOS is common*)
6. What is the function of accounts receivable and denial management.
7. Tell me what populations are covered under: Medicare, Medicaid, Private Insurance and Veterans Administration.



# Sample Interview Questions - General

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1. What is your personal definition of “*loyalty to your job*”
2. How do you think this position contributes to the mission of the Indian Health Service.
3. Where do you see yourself in 5 years.
4. What would be your golden rule for Patient Privacy.
5. Tell me a time where you had to adapt to a change in the workplace and how did you handle it.
6. What is your definition of a “*people-person*”.



# Sample Interview Questions - General

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7. Do you consider yourself to be a team player or independent worker and why.
8. How do you maintain accuracy and attention to detail while working efficiently within time constraints.
9. Throughout your career, what is one of your major accomplishments that had a significant impact for your employer or patients.
10. In the past five years, have you had any official performance-based or conduct actions taken against you, and if so, what did you learn from it.



# References

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1. Are references included with application.
2. Validate if references are professional references (*supervisor*) or character references (*co-workers*).
3. References should include former/current supervisor:
  - Can you contact
  - Purpose to contact is to validate performance, as co-workers do not evaluate performance.





# Establish Reference Sheet

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1. Make form simple to use.
2. Include the following questions:
  - a. Personal traits, work ethics, behavior, team player
  - b. Reliability
  - c. Learning capability
  - d. Ability to go above and beyond
  - e. History of any conduct or disciplinary actions.



# Determining Best Qualified Candidate

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1. Tally scores.
2. Consult with interview panel on scores and comments.
3. Do a “*pros and con*” listing.
4. Review reference information received on applicant.



# CONGRATULATIONS!

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You just found your successful candidate for the job.



# Post Preparation

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1. New Employee Orientation – Department and Facility
2. Assign mentor – Priority areas for training
3. Welcome new employee to Department: *reception, newsletter, email announcement*
4. Follow-up with employee for any questions after starting.
5. Survey new employee on interview process to obtain feedback for improvement.


NEW EMPLOYEE  
ORIENTATION

Starting on the  
Right Foot!



# Building Your Team To Meet The Mission

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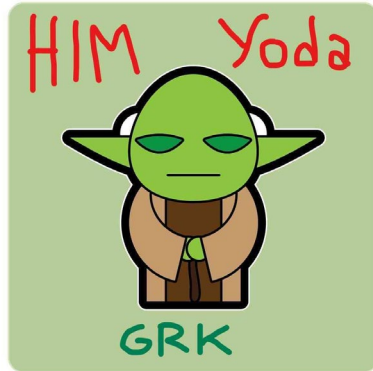
**Our Mission:**

***To raise the physical, mental, social, and spiritual health of American Indians and Alaska Natives to the highest level.***



# Contact Information

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