

Interview Questions when Hiring a Practice Administrator

What has been your greatest success in managing a practice?

What has been your biggest problem in managing a practice?

Tell me about budgeting for a practice:

- Did you write one?
- How accurate was it? in projected income? in projected expenses?
- Did you have to justify inconsistencies? monthly? quarterly?
- How did you try to hold the line if expenses exceeded budget?

How closely did you oversee:

- daily production goals?
- collection goals?
- delinquent accounts?
- money handling -- daily balancing? petty cash?
- banking -- daily? monthly reconciliation of bank statements?
- liaison with attorney? with accountant?
- getting bids on insurance needed for practice -- health? malpractice? disability? business overhead? etc.
- computer services and costs for those services?
- merchant's rate for charge cards?
- profit and loss statements?
- accounts payable?
- inventory?
- hiring new staff?

Would occasional business meetings after patient hours be a problem?

Describe the scope of personnel administration you have done.

How do you conduct staff meetings?

Concerning staff performance appraisals, what schedule and method would you implement and what results would you expect to gain from this exercise.

Have you coordinated physical facility maintenance in an office?

Describe your responsibilities as you would envision them in our office.