

Medical Receptionist

This interview guide is intended to be used in conjunction with the Vervoe skills assessment. Where a candidate has scored Low - Medium on a skill, focus on asking more questions from that skill to gain deeper insight into their level of competency.

Assessment Score	HIGH MEDIUM LOW
Assessment Skills	Communication, Organised, Customer Service

Competency/Skill	Candidate with this will display
Communication	<ul style="list-style-type: none"> • Clear and concise communication written and verbally • Excellent phone manner • Can confidently articulate sensitive information to patients
Questions	
	How would you communicate sensitive information to a customer on the phone when you are in the clinic and there are other patients in the room?
	Describe a time where your message was misunderstood. How did you rectify this?
	Tell us about a time where you have used different communication methods to tailor to the audience.
Comments	

Competency/Skill	Candidate with this will display
Organised	<ul style="list-style-type: none"> • Can manage multiple tasks at once • Diligent in keeping records and administration • Strong time management skills and completes work within specific timeframes
Questions	
	How would you maintain sensitivity with client information in this role?
	How do you prioritise work when you have multiple tasks to juggle?
	How do you keep track of all of the tasks you have to do daily?
Comments	

Competency/Skill	Candidate with this will display
Customer Service	<ul style="list-style-type: none"> • Prioritises customer service in all situations • Understands clients/patients could be experiencing adverse symptoms and treats them with respect
Questions	
	Tell me about a time where you weren't able to help a customer. How did you manage this situation?
	Describe a situation where you have maintained positive customer service to a customer or individual who was rude to you.
	How would you demonstrate customer service in this position?
Comments	