

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · MEDICAL OFFICE MANAGER

1	What experience do you have managing a medical office?	1 2 3 4 5	
2	How well do you handle billing and insurance claims?	1 2 3 4 5	
3	What type of software are you familiar with?	1 2 3 4 5	
4	What is your experience working with patients?	1 2 3 4 5	
5	What are your skills in managing schedules and appointments?	1 2 3 4 5	
6	What type of computer software do you feel most comfortable using?	1 2 3 4 5	
7	Do you have any experience with marketing and advertising?	1 2 3 4 5	
8	How well do you handle customer service?	1 2 3 4 5	
9	Tell me about a time when you had to deal with a difficult patient or family member.	1 2 3 4 5	
10	What do you think are the most important qualities for a successful medical office manager?	1 2 3 4 5	

OVERALL ASSESSMENT

CRITERIA	SCORE (1-5)	NOTES
Educational Background Appropriate qualifications or training for the position.	1 2 3 4 5	
Prior Work Experience Skills or qualifications acquired through past work.	1 2 3 4 5	
Qualifications / Experience The technical skills the position actually needs.	1 2 3 4 5	
Problem Solving Abilities Demonstrated critical problem-solving.	1 2 3 4 5	
Communication Team building and communication skills.	1 2 3 4 5	
Organizational Fit Would this hire steer the organization the right way?	1 2 3 4 5	
Directional Fit A step forward, or backward, in their career?	1 2 3 4 5	

RECOMMENDATION

☐ Advance ☐ Hold ☐ Decline

1 = well below the bar · 3 = meets it · 5 = clearly above it

AvaHR — hiring software for teams without a recruiter
Use the same scorecard for every candidate in this role.