

CANDIDATE	INTERVIEWER	DATE	STAGE
-----------	-------------	------	-------

INTERVIEW QUESTIONS · PATIENT SCHEDULER

1	What experience do you have scheduling patient appointments?	1 2 3 4 5	
2	Describe a time when you had to manage difficult customer circumstances.	1 2 3 4 5	
3	How would you handle an issue where there are too many patients and not enough appointment slots?	1 2 3 4 5	
4	How do you ensure that patients get the best possible care?	1 2 3 4 5	
5	Talk us through your process of setting up new patient accounts.	1 2 3 4 5	
6	In what ways can technology be used to improve efficiency in the patient schedule?	1 2 3 4 5	
7	How do you handle high call volumes?	1 2 3 4 5	
8	What strategies do you use to ensure that patient information is secure and not shared with unauthorized personnel?	1 2 3 4 5	
9	Tell us about a situation in which you had to multitask, prioritize your work, and meet deadlines.	1 2 3 4 5	
10	Describe a time when you had to find a creative solution to a scheduling issue.	1 2 3 4 5	
11	What methods do you use to stay organized and on top of patient appointments?	1 2 3 4 5	
12	How do you handle conflicts between patients and the office staff?	1 2 3 4 5	
13	In what ways have you helped increase patient satisfaction in the past?	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	

CRITERIA	SCORE (1-5)	NOTES
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.