



Phone Operator – Interview Guide with Questions

Opening the Interview:

- **Create a Welcoming Environment:** Start with a friendly greeting, introduce yourself, and offer a beverage (if in person.)
- **Build Rapport:** Use light small talk (e.g., about the weather or traffic) to put the candidate at ease before diving into technical questions.
- **Set the Stage:** Briefly describe your role, the company culture, and the specific role's purpose. Deliver the “elevator speech” of StatCare.
- **Outline the Agenda:** Inform the candidate about the interview structure, how long it will take, and when to expect feedback.
- **Keep it Brief:** Ensure introductions and small talk are concise, ideally keeping initial, non-questioning conversation under a few minutes to show respect for their time.

Role Assessment Questions:

The below series of questions are designed to assess the experiential and skillset fit for the role. We recommend selecting at least one from each of these three categories.

Motivation

- Tell me a little about yourself and what interested you in this Phone Operator / Medical Records role.

Background & Experience

- What experience do you have answering phones or working with a multi-line phone system?
- What experience do you have with identifying different insurance carriers/plans?
- What experience do you have working with electronic medical records or scanning documents into patient charts?
- Have you worked with medical terminology before? If so, how did you learn it or use it in your role?

Skills & Competencies

- Accuracy is very important when handling medical records. What steps do you take to make sure information is entered correctly?



- Tell me about a time you had to handle several tasks at once. How did you stay organized?
- Patient privacy is extremely important in healthcare. Why is confidentiality important to you and how do you protect it in your work?
- How comfortable are you gathering or verifying patient demographic information over the phone?
- What do you enjoy most about helping patients or providers over the phone?
- What type of work environment helps you do your best work?
- This role involves managing calls while also handling medical records tasks. How comfortable are you working in that kind of fast-paced environment?
- Is there anything about the responsibilities in this role that you would want additional training or support with?

Values Assessment Questions:

Patients First

Collaboration

Integrity

Innovative Growth

The below series of questions are designed to assess cultural fit within StatCare, focused on the StatCare Mission and Values. We recommend selecting at least one from each of the four categories.

Patients First (Empathy & Advocacy)

- Describe a time you went above and beyond for a patient. *(Manager - Look for stories where they addressed a patient's emotional or logistical needs, not just their medical ones.)*
- If a patient is being difficult or non-compliant, how do you respond? *(Manager - Listen for an approach rooted in curiosity—trying to understand why they are struggling—rather than frustration.)*
- Why did you choose to become a healthcare professional? *(Manager - Their motivation should ideally center on a genuine desire to help others.)*

Collaboration (Teamwork & Conflict)

- Describe a situation where you had to work with a "difficult" colleague. *(Manager - This tests their emotional intelligence and ability to remain professional for the sake of the project.)*
- Describe a successful project you worked on as part of a team. What was your specific contribution? *(Manager - Watch out for "I" vs. "We." A collaborator acknowledges the group's effort while clearly defining their own role.)*



- Tell me about a time you had to pivot your work because of a team decision you didn't initially agree with. *(Manager - This tests their ability to "commit and disagree" once a group consensus is reached.)*

Integrity (Ethics & Accountability)

- Describe a situation where you had to admit you didn't have the answer to an important question. *(Manager - This tests their comfort with being transparent rather than "faking it" to save face.)*
- Tell me about a time you had to stand up for what was right, even if it made you unpopular. *(Manager - Look for courage and a focus on principles over social standing.)*
- Tell me about a time you made a mistake that no one else noticed. What did you do? *(Manager - Look for immediate ownership versus covering it up or waiting to see if it stayed hidden.)*

Innovative Growth (Mindset & Proactivity)

- Describe a time you proposed an unconventional idea. How did you get others on board? *(Manager - Innovation requires both creativity and the ability to influence others to take a risk.)*
- What are you currently learning? *(Manager - Simple but effective. Truly innovative people are usually self-motivated to stay ahead of trends.)*
- Describe a situation where you had to solve a problem with very limited resources. *(Manager - Constraints often breed innovation; look for "scrappiness" and creative workarounds.)*

Closing the Interview:

1. **Candidate Q&A** – Provide an opportunity to allow the candidate to ask any remaining questions, ensuring they leave with a clear understanding of the role and company.
2. **Set Clear Expectations and Potential Next Steps** – Tell the candidate when they can expect to hear from us and explain the next steps in the hiring process, such as any follow-up interviews or assessments.
3. **Express Gratitude** – Thank them for their time and effort in applying with StatCare.
4. **Formal Closing** – End with a positive, professional closing, such as a handshake in person or a warm, clear sign-off in a virtual interview.