

1. What personal qualities do you think are necessary to do this job well?
2. In your opinion, what are the top priorities of this position?
3. What would you do if:
 - a) a patient wanted a particular appointment time and we preferred him to schedule his treatment at a different time?
 - b) a patient arrives on time for his appointment but the practice is running 30 minutes behind schedule?
 - c) a patient arrives 15 minutes late for his appointment and the practice is running on time?
 - d) a patient is dismissed at the front desk after receiving treatment and asks that we bill him for whatever the insurance company does not cover?
 - e) a patient complains to you at the front desk that our fees are really high?
 - f) a patient you were making a pending treatment call to expresses anger at you for "bugging" him too many times?
4. How would you handle an irritated or irate patient on the telephone? ... at the front desk?
5. What kind of scheduling systems have you implemented in the past?
6. What kind of financial arrangement systems have you used in the past? How have they been documented? What verbal skills do you use to collect at time of service?
7. To fill a last-minute cancellation in tomorrow's schedule, what sources would you use and in what order? What verbal skills would you use?
8. When/What was the last clinical (restorative/cosmetic/perio) course you've attended? Practice management course?