



# Interview Playbook for Medical Assistant II at Pacific Wellness Group

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# Introduction

This Interview Playbook is designed to facilitate the selection of a highly qualified Medical Assistant II at Pacific Wellness Group. The guide outlines the structured approach to evaluating candidates' technical and behavioral competencies aligned with the company's values. The intent is to ensure a thorough and consistent interview process, focusing not only on the required technical skills but also on the candidate's fit within the company culture. As Medical Assistants play a crucial role in patient care and operational efficiency, this playbook assists the hiring team in identifying professionals who will contribute positively to the dynamic and compassionate environment that Pacific Wellness Group is known for.

## Interview Structure

The interview for the Medical Assistant II position at Pacific Wellness Group should be structured over approximately 60 to 90 minutes, divided into distinct sections as follows:

- **Introduction (5-10 minutes):** Begin with a brief welcome and provide an overview of Pacific Wellness Group, the interview flow, and discuss the candidate's understanding of the Medical Assistant II role.
- **Review of Basic Qualifications (5-10 minutes):** Quickly verify the candidate's background, certifications, and basic requisites for the job.
- **Technical Assessment (20-30 minutes):** Dive into the five key technical competencies, which include Clinical Procedures Proficiency, Communication Skills, Health and Safety Compliance, Computer and EMR Proficiency, and Organizational Skills. Ensure to observe the candidate's articulation of their skills and experience in each area.
- **Behavioral Assessment (20-30 minutes):** Explore the behavioral competencies crucial to the role and company culture, such as Adherence to Service Excellence (C-I-CARE), Teamwork and Collaboration, Continuous Improvement (Innovation), Professional Growth (Mentorship), and Community Building (Connection).
- **Practical Assignment (10-15 minutes):** Assign a relevant task or scenario to assess how the candidate applies their knowledge and skills in a practical setting.
- **Team Interaction (Optional, 10-15 minutes):** Assess the fit with potential teammates through a brief meet and greet or discussion if applicable.
- **Candidate Questions (5-10 minutes):** Allow the candidate to ask any questions they might have about the role, the team, or the organization.
- **Closing (5 minutes):** Briefly summarize the interview, discuss the next steps, and express appreciation for the candidate's time and interest.

This structure should provide a comprehensive assessment of candidate competencies in alignment with the objectives of the Medical Assistant II role at Pacific Wellness Group.

# Job Description

## Medical Assistant II

### Time Type

- Full time

### Overview

Join our legacy of hope and innovation at Pacific Wellness Group - Academic Healthcare Consortium. We are looking for a Medical Assistant II to be a part of our clinic patient care team, performing clinical tasks and procedures to support the delivery of care.

### Day

- 08 Hour (United States of America)

### Responsibilities

- C-I-CARE Execution: Executes world-class service and patient care standards using C-I-CARE templates.
- Job Scope: Includes managing patient portal messages, assisting with physician procedures, and other tasks of moderate scope.
- Knowledge: Advanced understanding of job skills, policies, and procedures.
- Supervision Level: Work reviewed for accuracy and complexity, with increased responsibility in the specialty area.

### Education Qualifications

- High School Diploma or GED required.
- Medical Assistant Certificate/Diploma from an approved school/institution or equivalent training.

### Experience Qualifications

- One (1) to three (3) years of related experience.

### Required Knowledge, Skills, and Abilities

- Professional verbal and written communication skills.
- Proficiency in computer skills, Microsoft Office, and electronic medical records.
- Organizational and multi-tasking skills.

### Licenses and Certifications

- BLS - Basic Life Support required.

## **Physical Demands and Work Conditions**

- Various physical activities such as sitting, walking, standing, bending, squatting, etc.
- Lifting requirements vary from 0 to 40+ lbs.

## **Working Environment**

- Frequent interaction with clinical equipment and machinery.
- Work with biohazards like bloodborne pathogens.
- 20% travel requirement.

## **SHC Commitment**

- Providing an exceptional patient and family experience through C-I-CARE framework.

## **Equal Opportunity Employer**

- Pacific Wellness Group is an equal opportunity employer and encourages applications from all individuals regardless of race, color, sex, sexual orientation, gender identity, religion, age, national origin, political beliefs, marital status, medical condition, genetic information, veteran status, or disability.

## **Base Pay Scale**

- Generally starting at \$27.47 - \$35.02 per hour. Salary based on internal equity, experience, education, specialty, and training.

# Evaluation Criteria

The evaluation of candidates for the Medical Assistant II position will be based on a structured set of criteria that reflect both technical and behavioral competencies. The following job scorecard serves as a record to assess and comment on each candidate's qualifications throughout the interview process.

Competency	Assessment	Comments by Interviewer
Clinical Procedures Proficiency		
Communication Skills		
Health and Safety Compliance		
Computer and EMR Proficiency		
Organizational Skills		
Adherence to Service Excellence		
Teamwork and Collaboration		
Continuous Improvement		
Professional Growth		
Community Building		
Practical Assignment		
Team Interaction (if applicable)		

Rating Guide: 1. Poor - Does not meet expectations or lacks the competency entirely. 2. Fair - Shows basic level of understanding but below expectations for the role. 3. Good - Meets expectations and shows a solid understanding of the competency. 4. Very Good - Exceeds expectations with advanced understanding or performance. 5. Excellent - Exceptional display of skill or understanding; stands out significantly.

Interviewers are encouraged to provide specific comments and ratings to support the interview team's decision-making process.

# Technical Assessment

Evaluating technical competencies is critical to ensure that the candidate possesses the practical skills necessary for the Medical Assistant II position at Pacific Wellness Group.

## Technical Competence 1: Clinical Procedures Proficiency

A Medical Assistant II must exhibit a strong capability in performing a wide range of clinical duties. They should be well-versed in patient care techniques, assisting with medical procedures, patient documentation, and equipment handling to ensure efficient and quality care provision.

### Lead Question

"Describe a complex clinical procedure you've assisted with. What role did you play, and how did you ensure it was executed correctly?"

*Look for detailed explanations to assess the candidate's understanding of clinical procedures and their ability to perform them accurately.*

### Diving Deeper

- Patient Care: "Can you walk us through how you prepare a patient for a specific common procedure in your current or past role?"
- Assisting with Procedures: "Have you ever encountered a complication during a procedure? How did you assist in managing it?"
- Patient Documentation: "Describe the process you follow for documenting patient care and how you ensure accuracy and completeness."
- Equipment Handling: "What types of medical equipment are you most familiar with, and how do you maintain them?"

### Scenario

"Imagine a patient requires an emergency response during your shift, and you're the first on the scene. Walk us through the steps you would take from the moment you recognize the emergency to the resolution. What are the critical factors you must consider?"

*Look for the ability to remain calm under pressure, clear communication, and a methodical approach to emergency response.*

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Rating (1-5): .....

# Technical Competence 2: Communication Skills

Being able to communicate effectively with patients, their families, and the medical team is vital for a Medical Assistant. This competency ensures that information is conveyed clearly and efficiently, promoting excellent patient care and collaborative teamwork.

## Lead Question

"Describe a time when you had to explain a complex medical procedure or condition to a patient who was anxious or confused. How did you handle it?"

*Look for clarity, empathy, and the ability to tailor communication style to the patient’s needs.*

## Diving Deeper

- Verbal Communication: "Give an example of a difficult conversation you've had with a family member of a patient. What was the outcome?"
- Written Communication: "Can you describe your experience with creating patient education materials or providing written instructions for aftercare?"
- Patient Education: "How do you ensure that a patient fully understands their treatment plan and the importance of following it?"
- Feedback Reception: "Tell us about a time you received constructive feedback on your communication style. How did it impact your approach?"

## Scenario

"You've been tasked with calling patients to inform them about a change in their treatment plan due to updated clinic protocols. What steps would you take to prepare for the calls, and how would you handle any patient who responds negatively to the change?"

*Look for preparation, compassion, and problem-solving abilities in their communication approach.*

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Rating (1-5): .....



# Technical Competence 3: Health and Safety Compliance

A Medical Assistant II must maintain a strong adherence to health and safety protocols to ensure the well-being of patients and colleagues. This includes staying updated with the latest healthcare regulations and safety procedures.

## Lead Question

"Can you share an experience where you identified a breach in health or safety protocols? What actions did you take to address it?"

*Look for proactive identification of issues, knowledge of protocols, and appropriate action taken.*

## Diving Deeper

- BLS Certification: "How have you applied your BLS skills in a real-world setting, and what was the outcome of that situation?"
- Biohazard Handling: "What procedures do you follow when handling biohazards to ensure safety for yourself and others?"
- Infection Control: "Explain how you implement infection control guidelines in your daily duties and during an outbreak or pandemic."
- Regulatory Awareness: "Discuss how you stay informed about changes in healthcare regulations and apply them to your practice."

## Scenario

"Imagine there's been an accidental exposure to a bloodborne pathogen in your workspace. Describe the steps you would immediately take following the exposure, and how you would record and report the incident in accordance with health and safety standards."

*Look for adherence to protocol, thoroughness, and effective reporting in the candidate's response.*

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Rating (1-5): .....

# Technical Competence 4: Computer and EMR Proficiency

The role demands proficient use of electronic medical records systems and computers to maintain efficient operations and accurate patient records, in line with Pacific Wellness Group's emphasis on innovation and continuous improvement.

## Lead Question

"Discuss your experience with electronic medical records. How do you ensure data integrity and security when entering and retrieving patient information?"

*Look for examples demonstrating attention to detail, organization, and a commitment to patient privacy and data accuracy.*

## Diving Deeper

- EMR Management: "What electronic medical record systems are you familiar with, and what features do you find most beneficial for clinical workflow?"
- Microsoft Office Skills: "Provide an example of how you have used Microsoft Office tools to improve a clinical process or patient communication."
- Digital Literacy: "Tell us about a time when you had to learn a new software application for work. How did you approach the learning process?"
- Patient Portal Management: "What strategies do you employ to encourage patient engagement with the patient portal and ensure clear communication?"

## Scenario

"You are tasked with compiling a comprehensive patient history for a new patient with multiple chronic conditions using the EMR system. The patient has provided a stack of medical records from several different providers. Describe how you would organize and enter this information into the system."

*Look for systematic approaches, ability to categorize and prioritize information, and strategies to ensure completeness.*

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# Technical Competence 5: Organizational Skills

Strong organizational skills are critical for Medical Assistant IIs to effectively manage their varied responsibilities within the clinic, ensuring the smooth operation of patient care and support of healthcare services.

## Lead Question

"Tell us about a time when you had to juggle multiple tasks at once in a clinical setting. How did you prioritize and manage these tasks to maintain quality patient care?"

*Look for evidence of efficient prioritization, multitasking ability, and effectiveness in handling a fast-paced environment.*

## Diving Deeper

- Time Management: "How do you typically organize your day to accommodate unexpected tasks or emergencies while still completing scheduled duties?"
- Resource Coordination: "Describe a situation where you had to manage clinic resources during a busy day. What approach did you take?"
- Work Prioritization: "When faced with simultaneous urgent tasks, how do you decide what to tackle first and how do you communicate this to your team?"
- Procedure Preparation: "Can you walk us through your process for preparing an examination room or procedure area before the patient's arrival?"

## Scenario

"Suppose you're the only Medical Assistant on duty, and you have a clinic full of waiting patients, medication refills to process, and a physician asking for immediate assistance with a procedure. How would you handle this situation while ensuring that all tasks are completed efficiently and accurately?"

*Look for candidates' strategies in dealing with high-pressure situations, their communication with team members, and their ability to delegate tasks where appropriate.*

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# Behavioral Assessment

The behavioral assessment is intended to delve into how the candidate's values align with Pacific Wellness Group's culture, focusing on qualities essential for the Medical Assistant II role.

## Behavioral Competence 1: Adherence to Service Excellence (C-I-CARE)

Candidates must demonstrate a strong commitment to providing exceptional service and care, in line with Pacific Wellness Group's C-I-CARE framework which emphasizes compassion, integrity, accountability, respect, and engagement.

### Lead Question

"Reflecting on the C-I-CARE framework, can you provide an example of how you've embodied these values in your past work experience?"

*Look for specific instances where the candidate has gone above and beyond to provide exemplary care and service.*

### Diving Deeper

- Empathy: "Describe a time when you empathized with a patient or their family and how it impacted the care provided."
- Accountability: "Share an occasion where you made a mistake in a clinical setting. How did you handle it, and what did you learn?"
- Respect: "Give an example of how you have shown respect for a patient's or colleague's cultural beliefs or personal preferences."
- Engagement: "Tell us about a time you actively engaged in a workplace initiative to improve patient satisfaction. What was your role and the result?"

### Scenario

"Imagine a scenario where a patient is dissatisfied with their care and is voicing their concerns loudly in the waiting area. How would you manage this situation while upholding the principles of C-I-CARE?"

*Look for a balanced approach that ensures patient care and satisfaction without compromising respect and engagement.*

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# Behavioral Competence 2: Teamwork and Collaboration

Effective teamwork and the ability to collaborate across different roles and departments are fundamental to the success of Pacific Wellness Group's mission. Candidates should possess strong interpersonal skills and a team-oriented mindset, reflecting the value of unified effort towards a common goal.

## Lead Question

"Can you tell us about a time when you had to collaborate with a diverse team to achieve a healthcare outcome? How did you ensure that everyone's expertise was utilized?"

*Look for insights into the candidate's capacity to work collaboratively, promote team cohesion, and integrate diverse perspectives.*

## Diving Deeper

- Interdisciplinary Coordination: "Describe an interdisciplinary project you've been a part of. What role did you play and what was the outcome?"
- Contribution to Team Goals: "What method do you typically use to contribute to team goals and objectives in a clinical environment?"
- Conflict Resolution: "Provide an instance where you faced a conflict within your team. How did you contribute to its resolution?"
- Shared Decision Making: "Explain a situation where you were involved in a collective decision-making process. How did you advocate for your viewpoint?"

## Scenario

"A patient's treatment requires a quick, coordinated effort from the clinical team, involving several departments. You've noticed a lack of communication that could potentially delay the patient's care. How would you facilitate collaboration and communication among the team to expedite the patient's treatment?"

*Look for approaches that encourage effective teamwork, proactive communication, and commitment to the patient's timely care.*

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# Behavioral Competence 3: Continuous Improvement (Innovation)

Aligning with Pacific Wellness Group's value of embracing innovation, a Medical Assistant II should display a commitment to continuous learning and improvement. Candidates should demonstrate how they seek to enhance their skills and processes to contribute to advancements in patient care and operational excellence.

## Lead Question

"Pacific Wellness Group values continuous improvement. Can you discuss an example of how you have identified and implemented a change that improved a process or outcome in your work?"

*Look for a proactive approach to problem-solving, willingness to initiate change, and an innovative mindset.*

## Diving Deeper

- **Process Optimization:** "Describe a time when you suggested a new approach to a routine task that led to improvements in efficiency or outcomes."
- **Learning and Development:** "How do you stay current with the latest developments in medical assisting and apply them to your daily responsibilities?"
- **Change Adaptability:** "Recall an instance when a significant change was introduced in your workplace. How did you adapt, and what role did you play in facilitating the transition?"
- **Innovative Thinking:** "Have you ever had an innovative idea that was not initially accepted? How did you handle the situation and pursue the idea?"

## Scenario

"Consider that you've noticed patients often seem confused about their post-visit care instructions, which leads to frequent follow-up calls. How would you go about addressing and improving this situation?"

*Look for strategies that not only solve the immediate issue but also improve the overall patient experience and education process.*

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# Behavioral Competence 4: Professional Growth (Mentorship)

The Medical Assistant II at Pacific Wellness Group should embody the value of mentorship by actively seeking and fostering professional development. They should contribute to creating an environment that supports growth and knowledge sharing among colleagues.

## Lead Question

"Mentorship is a key value at Pacific Wellness Group. Can you provide an example of how you have either mentored someone else or benefited from mentorship in your professional journey?"

*Look for examples reflecting commitment to personal growth and the development of others, as well as the ability to provide or receive guidance.*

## Diving Deeper

- Skill Enhancement: "How do you approach continuous skill improvement in your career as a Medical Assistant?"
- Knowledge Sharing: "Describe a situation where you shared your expertise with colleagues or patients to improve their understanding or skills."
- Mentoring Others: "Have you had the opportunity to mentor a less experienced medical professional or team member? What approach did you take, and how did the experience go?"
- Career Planning: "Tell us about how you plan for your professional advancement, including any goals or strategies you have set."

## Scenario

"A new medical assistant is struggling with the pace and complexity of tasks in the clinic. As a seasoned assistant, how would you support and mentor this colleague to enhance their performance and confidence?"

*Look for strategies indicating a supportive and constructive approach to mentorship and the ability to inspire confidence in others.*

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# Behavioral Competence 5: Community Building (Connection)

Pacific Wellness Group emphasizes the importance of fostering connections and building a supportive community. Candidates are expected to contribute to a culture where everyone feels valued, supported, and part of a cohesive group.

## Lead Question

"Building a supportive community is vital at Pacific Wellness Group. Can you share an experience where you played a key role in building or enhancing a sense of community in your workplace?"

*Look for instances indicating the candidate's ability to create bonds, foster inclusiveness, and build a sense of belonging.*

## Diving Deeper

- Relationship Building: "What strategies do you use to develop and maintain positive working relationships with coworkers from different departments?"
- Inclusivity: "Give us an example of how you have made others feel included in a team or project, especially those who might otherwise feel marginalized."
- Community Participation: "How do you engage with your workplace or local community to promote connection and a shared sense of purpose?"
- Supportive Networking: "Describe a network of support you've helped to create or been a part of. How has it benefited you and others?"

## Scenario

"Suppose you notice that certain employees, particularly new hires or individuals from diverse backgrounds, are not actively participating in team discussions or social functions. What actions might you take to engage them and ensure they feel welcomed and valued?"

*Look for actions that demonstrate empathy, proactive inclusivity, and a genuine commitment to connecting with and supporting colleagues.*

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# Practical Assignment

The practical assignment for the Medical Assistant II candidate at Pacific Wellness Group will involve simulating a typical clinical task. This could be a mock patient consultation where the candidate is required to take a patient history, explain a common procedure, prepare the room, and demonstrate how they would document the visit in the EMR system.

Objectives: - Assess the candidate's ability to apply their clinical skills in a practical setting. - Evaluate the candidate's proficiency with EMR and documentation. - Observe the candidate's communication skills and bedside manner with patients.

Evaluation Criteria: - Accuracy in obtaining patient information. - Clarity and empathy in communication with the "patient." - Effectiveness in preparing for and explaining the procedure. - Proficiency in documenting the consultation in the EMR.

Interviewers should assess the candidate's approach, noting their organization, attention to detail, and ability to provide comprehensive patient care. Candidates should also be evaluated on their comfort and familiarity with using EMR systems, as well as their ability to maintain professional and supportive patient interactions.

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Rating (1-5): .....

# Team Fit

For the Medical Assistant II position at Pacific Wellness Group, it is essential to assess how well the candidate will mesh with the existing team. The team interaction component of the interview provides insights into the candidate's interpersonal skills, adaptability, and ability to work collaboratively with colleagues.

During this stage, the candidate may be introduced to potential peers and supervisors. This could include a brief meet and greet, a shadowing period, or a more structured group discussion with team members on relevant topics.

Rationale for team involvement: - To observe the candidate's interaction with potential colleagues. - To garner feedback from staff who will be working directly with the new hire. - To determine the candidate's fit within the team dynamic and company culture.

Potential discussion points or activities: - How the candidate approaches teamwork and handles joint responsibilities. - Feedback on the candidate's communication style and responsiveness. - Compatibility with the team's working style and problem-solving methods.

The interviewer should note the candidate's ability to build rapport, participate in group discussions constructively, and respond to the team's dynamics. Feedback from team members involved in the interaction should also be considered when evaluating the overall potential for success in the role.

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Rating (1-5): .....

# Candidate Q&A

It's critical for candidates to have the opportunity to ask questions about their potential new role and organization. This can provide valuable insights into their priorities and interest in the position at Pacific Wellness Group.

Here are six questions candidates might ask, along with comprehensive answers:

1. "What opportunities for professional development does Pacific Wellness Group offer for Medical Assistant IIs?" *Answer: Pacific Wellness Group values continuous learning and offers various professional development programs, including in-house training, mentorship opportunities, access to medical seminars, and support for ongoing education relevant to the medical field.*
2. "How does the clinic measure success for someone in this position?" *Answer: Success is measured by a combination of patient satisfaction scores, adherence to health and safety protocols, efficiency in clinical operations, and the ability to work effectively with the healthcare team.*
3. "Can you describe the typical team dynamics I would be joining?" *Answer: You'll be joining a dedicated team focused on collaboration and quality patient care. Our team dynamics are rooted in open communication, mutual support, and shared commitment to our company values.*
4. "How does innovation play a part in the daily responsibilities of a Medical Assistant II?" *Answer: We encourage our Medical Assistants to contribute innovative ideas that can improve patient care or clinic operations, whether through new technologies, process improvements, or patient engagement strategies.*
5. "What is the most challenging aspect that others have found in this role, and how does the clinic support staff in handling this?" *Answer: One of the challenging aspects is balancing the varied tasks a Medical Assistant II is responsible for. Pacific Wellness Group supports its staff with a collaborative environment where asking for help and teamwork is encouraged.*
6. "What impact do you hope the new Medical Assistant II will have in the first six months?" *Answer: We expect the new Medical Assistant II to integrate with the team seamlessly, bring a positive energy to patient interactions, showcase considerable growth in familiarity with our processes, and begin to contribute to our constant pursuit of excellence in patient care.*