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Interview Playbook for Medical Assistant II

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# Introduction

This Interview Playbook is designed to equip the hiring team with a structured approach to evaluate candidates for the role of Department Attorney at Maxwell Fairview. The position of Department Attorney is a vital role within the company, requiring a blend of extensive legal expertise and strong interpersonal skills. The competencies outlined here align with the firm's values of unparalleled service, respect, and inclusion, and ensure the selection of a candidate who embodies these principles. The objectives of the interview include assessing technical skills, behavioral qualities, and overall fit with the company culture and values.

## Interview Structure

The interview for the Medical Assistant II position is structured to take place over a span of 45-60 minutes and is divided into several parts to assess both technical and behavioral competencies.

* The first 10 minutes are allocated for introductions and an overview of the role and company.
* This is followed by a 20-minute segment dedicated to evaluating the technical competencies: Clinical Task Proficiency, Medical Knowledge, EHR Management, Technical Equipment Handling, and BLS Procedures.
* The subsequent 20 minutes will focus on behavioral competencies such as Service Excellence, Team Collaboration, Communication Skills, Continuous Improvement, and Organizational Skills. During this time, the interviewers will explore the candidates' past experiences and their alignment with company values.
* The final 10-15 minutes are reserved for the candidate's questions and a wrap-up of the interview, providing a clear understanding of the subsequent steps in the hiring process.

# 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 criteria for the Medical Assistant II position are centered around a comprehensive understanding of both technical and behavioral competencies. Each competency will be assessed through the interview process, with careful attention to how the candidate's qualifications and character align with the company's mission and values.

|  |  |  |
| --- | --- | --- |
| Competency | Assessment | Comments |
| Clinical Task Proficiency |  |  |
| Medical Knowledge |  |  |
| EHR Management |  |  |
| Technical Equipment Handling |  |  |
| BLS Procedures |  |  |
| Service Excellence |  |  |
| Team Collaboration |  |  |
| Communication Skills |  |  |
| Continuous Improvement |  |  |
| Organizational Skills |  |  |
| Practical Assignment |  |  |
| Team Interaction |  |  |

### Rating Guide

1. Much below expectations - Needs significant improvement or not present
2. Below expectations - Shows some elements of competence but lacks consistency
3. Meets expectations - Satisfactory performance, consistently competent
4. Exceeds expectations - Often exceeds standard and displays high levels of skill
5. Far exceeds expectations - Consistently superior performance, setting a benchmark for others

## Technical Assessment

For the Medical Assistant II role, the technical assessment focuses on evaluating the hands-on skills and medical knowledge that are essential to the job. The assessment will determine the candidate's capacity to perform clinical tasks effectively and efficiently, thereby ensuring the highest quality of patient care, in alignment with Pacific Wellness Group's mission and values.

### Technical Competence 1: Clinical Task Proficiency

Clinical Task Proficiency is crucial for a Medical Assistant II, as it involves direct patient interactions and a wide range of essential clinical tasks. This competency is fundamental to ensuring that all procedures are conducted safely and effectively, in line with the high standards of patient care expected at Pacific Wellness Group.

#### Lead Question

"Walk us through the process you would follow to prepare a patient for a minor surgical procedure and how you assist during the procedure. What steps do you take to ensure the patient feels comfortable and that all safety protocols are followed?"

Look for detail-oriented responses that demonstrate a strong grasp of procedure, patient care, and safety considerations.

#### Diving Deeper

* **Vital Signs**: "Please explain how you would address discrepancies when monitoring vital signs and what your response would be to an abnormal reading."
* **Patient Preparation**: "Describe your approach to dealing with anxious patients during preparation."
* **Procedure Assistance**: "How do you manage unexpected complications during a medical procedure and assist the healthcare professional effectively?"
* **Infection Control**: "Explain the infection control protocols you follow and why they are essential."

#### Scenario

Imagine a situation where you are prepping a patient for a routine procedure, and you notice the patient displays signs of distress and a rapid increase in heart rate. Additionally, the regular equipment you use is currently unavailable due to maintenance.

How does the candidate prioritize patient care and safety, adapt to the lack of equipment, and demonstrate problem-solving under pressure? Look for adaptability, resourcefulness, and effective communication.

#### Notes

Rating (1-5): \_\_\_\_\_\_\_\_\_

### Technical Competence 2: Medical Knowledge

Deep familiarity with medical terminology, patient care protocols, and procedures informs a Medical Assistant II's ability to communicate effectively with healthcare professionals and deliver high-quality patient care, reflecting Pacific Wellness Group's commitment to excellence and continuous improvement.

#### Lead Question

"Can you describe a time when your medical knowledge significantly impacted the outcome of a patient’s care? How did you apply your understanding of patient care protocols to communicate effectively with other healthcare team members?"

Look for instances where comprehensive medical knowledge was applied in a practical, impactful way, demonstrating both understanding and the ability to collaborate for better patient outcomes.

#### Diving Deeper

* **Medical Terminology**: "Discuss how you ensure your use of medical terminology is both accurate and understandable to patients and team members."
* **Patient Care Protocols**: "Give an example of how you have adapted patient care protocols to address a unique patient situation."
* **Procedural Knowledge**: "Please explain how staying updated on the latest medical procedures helps you contribute to a patient's treatment plan."
* **Policy Adherence**: "How do you balance following strict clinical policies with individualized care for patients?"

#### Scenario

You are in a situation where you need to assist in a medical procedure that you are not frequently involved in. The lead physician relies on your medical terminology knowledge and understanding of the steps involved to maintain an efficient and error-free environment.

How would the candidate ensure clarity and correctness in communications and actions throughout the procedure? Assessment should focus on medical knowledge application, adaptability, and effective teamwork.

#### Notes

Rating (1-5):

### Technical Competence 3: Electronic Health Record (EHR) Management

Proficiency in EHR Management reflects a Medical Assistant II's ability to handle patient data with accuracy and care, a critical component of modern healthcare that aligns with Pacific Wellness Group’s values of innovation and participation.

#### Lead Question

"Describe your process for ensuring accuracy and security when entering patient data into an EHR system. Can you give an example where your attention to detail in EHR management made a difference in patient care or clinic operations?"

Look for a systematic approach to data management and examples of problem-solving that safeguard patient confidentiality and promote data integrity.

#### Diving Deeper

* **Data Entry**: "What steps do you take to verify the information before updating it into the patient's record?"
* **Patient Communication**: "How do you manage and prioritize patient message responses through the EHR portal?"
* **Information Security**: "Describe a time when you identified a potential security threat in EHR management and the action you took."
* **Efficiency**: "Discuss a situation where you improved the efficiency of EHR management without compromising data integrity or security."

#### Scenario

You are tasked with managing a high volume of patient records during a clinic’s transition to a new EHR system. The process must be completed within a tight deadline, and you must also maintain ongoing communication with patients through the portal.

How does the candidate demonstrate effective prioritization and management skills in a high-pressure situation while maintaining the accuracy of data entry? Look for approaches that showcase efficiency, meticulous attention to detail, and adaptability.

#### Notes

Rating (1-5):

### Technical Competence 4: Technical Equipment Handling

The ability to handle technical equipment with proficiency underscores a Medical Assistant II's role in ensuring operational excellence and patient safety, in line with Pacific Wellness Group's commitment to innovation and quality care.

#### Lead Question

"In a clinical setting, you are often required to operate and maintain a range of technical equipment. Please describe the process you follow for the regular maintenance and operation of a piece of equipment you are familiar with."

Look for a detailed understanding of the equipment's operation and maintenance, as well as adherence to safety standards.

#### Diving Deeper

* **Equipment Operation**: "Please give examples of medical equipment you are experienced with and the training you underwent to operate them proficiently."
* **Maintenance**: "How do you ensure the equipment you are responsible for is always functioning properly and ready for use?"
* **Troubleshooting**: "Describe a time when you encountered a technical issue with a piece of equipment and how you resolved it."
* **Safety Procedures**: "Can you explain the safety procedures you follow when operating any kind of clinical equipment?"

#### Scenario

You are in the middle of a busy day at the clinic when a crucial piece of equipment fails. There's no immediate technical support available, and you need to find a solution to avoid delaying patient care.

How does the candidate handle such a situation, ensuring minimal disruption to the clinic’s operations while maintaining safety standards and quality care? Look for resourcefulness, problem-solving abilities, and the capability to ensure continuous patient care.

#### Notes

Rating (1-5):

### Technical Competence 5: BLS Procedures

Mastery of Basic Life Support (BLS) procedures is a vital skill for a Medical Assistant II, aligned with Pacific Wellness Group's values of action and participation, to provide immediate care in life-threatening situations.

#### Lead Question

"Tell us about a time when you had to use your BLS training in a real-life scenario. What actions did you take, and how did you ensure the safety and well-being of the patient and others present?"

Look for examples of quick decision-making, practical application of BLS skills, and the impact of such actions on the patient's outcome.

#### Diving Deeper

* **CPR Certification**: "How do you keep your CPR certification current, and what additional steps do you take to ensure you're prepared for an emergency?"
* **Emergency Response**: "Explain the steps you would take if you were the first to respond to a patient in cardiac arrest in the clinic."
* **AED Usage**: "Describe your experience with using an Automated External Defibrillator (AED) during an emergency situation."
* **First Aid**: "Can you give an example of a time when you provided effective first aid treatment before further medical help was available?"

#### Scenario

You notice a fellow Medical Assistant suddenly collapse in the break room during your lunch. You quickly determine they are unresponsive and not breathing normally.

How does the candidate react to this critical situation? Look for composed execution of BLS procedures and the ability to communicate effectively with the emergency response team.

#### Notes

Rating (1-5):

## Behavioral Assessment

In assessing behavioral competencies for the Medical Assistant II role, we seek to understand how candidates exhibit their professional behaviors in various situations. This assessment helps in determining their alignment with Pacific Wellness Group's values and their potential to contribute positively to the working environment and patient care.

### Behavioral Competence 1: Service Excellence

Service Excellence is about providing exceptional care and service, reflecting the caring and patient-centered ethos of Pacific Wellness Group.

#### Lead Question

"Provide an example of a time when you went above and beyond for a patient. What was the situation, and why did you go the extra mile?"

Look for instances where the candidate demonstrates a genuine commitment to patient care and the ability to embody the company's C-I-CARE values.

#### Diving Deeper

* **Patient Interaction**: "Tell me about a time when you had to manage a difficult patient situation and how you resolved it while maintaining a high level of service."
* **Service Standards**: "How do you ensure that every patient you interact with receives care that aligns with our C-I-CARE values?"
* **Responsiveness**: "Describe a scenario where you had to respond quickly to a patient’s needs. What actions did you take, and what was the outcome?"
* **Feedback Incorporation**: "How do you use patient or peer feedback to improve your level of service?"

#### Scenario

Imagine you are the only Medical Assistant available when several patients in the waiting room become agitated due to longer than usual wait times.

How does the candidate handle the situation to de-escalate tension, ensure patient satisfaction, and maintain high service standards? Look for communication skills, empathy, problem-solving, and an ability to incorporate feedback effectively.

#### Notes

Rating (1-5):

### Behavioral Competence 2: Team Collaboration

Effective Team Collaboration is essential to provide comprehensive care, aligning with Pacific Wellness Group's value of teamwork which emphasizes the importance of unity and cooperation among staff.

#### Lead Question

"Can you talk about a time when you had to collaborate with a team under challenging circumstances? What role did you play, and what was the outcome?"

Look for responses that reflect the candidate's ability to work cohesively with others, navigate difficulties, and contribute to positive team dynamics.

#### Diving Deeper

* **Cross-Departmental Coordination**: "Describe an instance where you had to coordinate with another department to solve a patient care issue."
* **Conflict Resolution**: "Explain your approach to resolving disagreements within the team."
* **Shared Learning**: "Provide an example of when you learned something valuable from a team member and how it improved your work."
* **Supportive Engagement**: "Tell us about a time when you supported a colleague who was struggling with their workload."

#### Scenario

During a particularly busy day at the clinic, you notice tension rising among team members due to the stressful workload, which could potentially impact patient care.

How does the candidate facilitate teamwork and manage conflict to maintain a harmonious and effective work environment? Look for examples of leadership, empathy, and conflict resolution skills.

#### Notes

Rating (1-5):

### Behavioral Competence 3: Communication Skills

Strong Communication Skills are vital for effective patient engagement and collaboration with healthcare teams, reflecting Pacific Wellness Group's commitment to providing a clear, compassionate, and professional exchange of information.

#### Lead Question

"Provide an example of a situation where effective communication was critical to the success of a patient's treatment plan. What was your approach and how did it affect the outcome?"

Look for instances that demonstrate the candidate’s ability to clearly articulate critical information and show sensitivity towards patients' and colleagues' needs.

#### Diving Deeper

* **Patient Communication**: "How do you tailor your communication to ensure that patients with different levels of health literacy can understand their care plan?"
* **Documentation Practice**: "Discuss the importance of documentation accuracy and how you maintain it in your day-to-day responsibilities."
* **Interprofessional Communication**: "Describe a scenario where you successfully bridged a communication gap between different healthcare professionals."
* **Cultural Sensitivity**: "Tell us about a time when cultural sensitivity in communication was necessary and how you handled it."

#### Scenario

A patient under your care is showing signs of non-compliance with their health plan due to misunderstandings of medical instructions.

How does the candidate address misconceptions and promote compliance through effective communication? Look for empathy, adaptability, and the ability to convey complex information in an accessible manner.

#### Notes

Rating (1-5):

### Behavioral Competence 4: Continuous Improvement

Continuous Improvement is about embracing changes and seeking ways to enhance personal and organizational growth, resonating with Pacific Wellness Group’s value of innovation.

#### Lead Question

"Describe a time when you identified an area for improvement within your role or team's processes. What initiative did you take to address it, and what was the result?"

Look for evidence of a proactive approach to identifying opportunities for improvement and the candidate's willingness to take initiative in alignment with the company's innovative spirit.

#### Diving Deeper

* **Skill Enhancement**: "How have you pursued additional training or education to improve your performance and patient care?"
* **Quality Improvement**: "Can you provide an example of a quality improvement project you were involved in and what contributions you made?"
* **Adaptability**: "Talk about a moment when you had to adapt to a significant change at work. How did you handle the transition?"
* **Feedback Seeking**: "How do you approach feedback, and can you share an instance where feedback led you to make a positive change in your work?"

#### Scenario

The clinic is introducing a new EHR system, and whilst it promises greater long-term efficiency, the transition period is proving challenging for the staff.

How does the candidate contribute to a smooth transition and encourage colleagues to engage with the new system positively? Look for resilience, ability to embrace change, and leadership in learning and adaptation.

#### Notes

Rating (1-5):

### Behavioral Competence 5: Organizational Skills

Organizational Skills are critical for managing the complexities of a clinical environment, ensuring efficient use of time and resources, and maintaining an exceptional level of patient care, supporting Pacific Wellness Group's high standards of operational excellence.

#### Lead Question

"How do you manage your tasks and responsibilities in a fast-paced environment to ensure that all patient needs are met without compromising care quality?"

Look for clear strategies for prioritization, multitasking, and maintaining composure under pressure.

#### Diving Deeper

* **Time Management**: "Discuss your approach to prioritizing urgent and non-urgent tasks throughout the day."
* **Attention to Detail**: "Describe a situation where your attention to detail prevented an error in patient care or clinic operations."
* **Resource Allocation**: "Explain how you optimize the use of resources at hand to ensure the best possible patient care."
* **Work Ethic**: "Tell us about a time when your strong work ethic was recognized by your peers or supervisors."

#### Scenario

You are tasked with coordinating patient flow on a day when the clinic is understaffed, and there's an unexpected surge in appointments.

How does the candidate ensure efficient operations without allowing the quality of care to diminish? Look for methods of effective problem-solving, prioritization, and the capacity to adapt to unexpected demands.

#### Notes

Rating (1-5):

## Practical Assignment

The practical assignment for the Medical Assistant II candidate involves a hands-on simulation to evaluate their expertise in clinical tasks and patient interaction. The assignment will consist of a standardized patient scenario where the candidate demonstrates their competency in preparing a patient for a procedure, taking vital signs, and inputting data into an EHR system, all the while maintaining clear communication and adherence to safety protocols.

### Objectives:

* To assess the candidate's applied clinical skills and their ability to perform routine tasks under pressure.
* To evaluate the candidate's proficiency with EHR management and their consideration for data accuracy and security.
* To observe the candidate's communication skills and service excellence when interacting with patients.

### Evaluation Criteria:

* Accuracy: Ensuring that the vital signs are taken and recorded correctly.
* Efficiency: Completing all tasks within the given timeframe without compromising the quality of work.
* Communication: Effectively explaining procedures to the patient and ensuring understanding.
* Professionalism: Displaying a high standard of professional conduct and empathy towards the patient.

Interviewers should assess the candidate's approach and solution to the practical assignment, considering how well they integrate technical skill with patient-centered care. Attention should be given to the candidate’s ability to remain calm, focused, and compassionate throughout the scenario.

#### Notes

Rating (1-5):

## Team Interaction

Incorporating team interaction into the interview process serves to evaluate the candidate's ability to integrate effectively into the existing clinic staff dynamics and contribute positively to Pacific Wellness Group's collaborative environment.

### Rationale:

Team interaction is key to observing the candidate's interpersonal skills, adaptability to the clinic culture, and potential for synergistic work relationships.

### Discussion Points:

* Candidate’s experience in working with interdisciplinary teams.
* Approach to conflict resolution and maintaining positive team dynamics.
* Techniques for effective cross-departmental coordination and communication.

### Activities:

* Candidate participates in a mock team meeting to discuss patient care planning.
* Informal meet-and-greet with potential colleagues, providing insight into the candidate's interpersonal communication style.
* Collaboration in a brief problem-solving exercise to gauge teamwork and creativity.

Evaluating the candidate's interaction with the team offers a deeper insight into their potential fit within Pacific Wellness Group, aligning with the values of teamwork and connection.

#### Notes

Rating (1-5):

## Candidate Q&A

Candidates often come prepared with questions about the role, team, and company. Below are possible questions from the candidate along with informed responses that accurately represent Pacific Wellness Group and its values.

1. "What opportunities for professional development does Pacific Wellness Group offer?"
   * At Pacific Wellness Group, we take pride in our employees' growth and offer various professional development programs, including continuing education, mentorship, and leadership training.
2. "How does Pacific Wellness Group integrate innovation in its daily operations?"
   * Innovation is one of our core values. We regularly implement new healthcare technologies, encourage our staff to participate in improvement initiatives, and foster a culture where innovative ideas are valued and explored.
3. "Can you describe the teamwork dynamics within the clinic?"
   * Our clinic operates on a foundation of mutual respect and collaboration. Teams across departments work closely to ensure the most effective and comprehensive patient care, in line with Pacific Wellness Group's commitment to teamwork.
4. "What are the common challenges faced by the Medical Assistant II, and how is support provided?"
   * Challenges can vary, but they often involve managing high patient volumes and coordinating care among multiple providers. We support our staff through clear communication channels, teamwork, and resources for stress management.
5. "How does the clinic measure and ensure high standards of patient care?"
   * We employ regular audits, patient feedback systems, and adherence to clinical care protocols to maintain excellence in patient care. Continuous improvement is sought through ongoing training and quality improvement initiatives.
6. "What is the process for providing feedback and suggestions within the team?"
   * We embrace an open-door policy for feedback and employ multiple platforms for suggestions — from direct discussions with supervisors to team meetings and anonymous feedback tools — to ensure everyone's voice is heard.