



Solving Legal and Business Problems of Health Care Providers for Over 30 Years

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Checklist for Conducting an Effective Interview

Initial Telephone Contact

Objective: Show your responsiveness and enthusiasm.

Return call within 24 - 48 hours

Schedule a "telephone interview" to determine if you want an in-person interview

Initial Telephone Interview

Objective: Obtain an overview of the practice situation; determine (for yourself) if this practice would be a match for you and your experience, skills and philosophy, and if so, to arrange an in-person interview.

Have your C.V. at hand

Have a prepared list of questions for the practice:

practice history

historic growth/ development

background and training of the current physician(s)

reason(s) for their search/hiring

description of area/city

description of hospital(s) covered by practice/new associate

patient and procedural volumes (by case type) to be handled by new associate

range of services

Arrange for the next contact

Personal Interview(s)

Objective: Learn about the practice environment and work demands. Promote yourself; decide if you can envision yourself working with these practice physicians and if so, position yourself to receive the practice's best offer.

Coordinate travel and interview arrangements

Prepare yourself for questions you will likely be asked

Dress appropriately in business attire

Arrive on time

Be aware of your body language

Respond truthfully; including any weaknesses in your training or experiences

Let the interviewer control the initial flow of the interview

___ Elicit answers to key questions:

- ___ What motivated the practice to search for an associate?
- ___ How will the associate's performance be evaluated? Who will do this evaluation?
- ___ What are the keys to success in this practice?
- ___ What plan exists to get the new associate busy?
- ___ How do new patients come to the practice now?
- ___ What portion of the practice patients are Medicare, HMO, PPO, etc.?
- ___ Does the practice have a marketing plan?
- ___ Are there plans for future practice expansion, service-wise, etc.?
- ___ What is the practice's relationship with competing practices?
- ___ How do those competing practices compare?
- ___ What has been the history of any previous associates?
- ___ Why did previous associates succeed or fail?
- ___ Did anyone ever leave the group? Why did they leave? Where did they go?
Can you talk to them?
- ___ How is the patient flow handled? How are new patients assigned?
- ___ What is the expected work assignment for the new associate?
- ___ What is the track to buy-in?
- ___ What do you see me offering your practice?

___ If this is the Practice you want to join, ask the following:

- ___ What is your timeline for signing an associate?
- ___ How do you see this process moving along?
- ___ Tell the group how you personally will contribute.

Questions for Hospital Administrators

Objective: Plant the seeds for a good relationship. Learn about the "big picture" of the community's health services and about the available facilities.

Example inquiries to make:

- ___ What do you feel would be the key attributes of an individual to be accepted in the medical community?
- ___ Would the community benefit from having another cardiologist of my (sub)specialty? Why?
- ___ What are the growth projections for the (key) hospital in the marketplace over the next five years?
- ___ How has the hospital performed over the last few years?
- ___ How many new physicians has the community attracted in the last few years?
- ___ What requirements are necessary for medical staff membership (Board certification status, on-call response times, etc.) and how does the application process proceed?

Questions for a Realtor:

Objective: Gather preliminary community and housing information.

Example inquiries to make:

- ___ What is the range of housing available, including types of housing, types of communities and the prices for the different neighborhoods?
- ___ What schools, both public and private, are available nearby?

- ___ What clubs, recreational activities are available nearby?
- ___ How many churches/synagogues/temples are active in the community?
- ___ With the availability of mortgage money, are there bankers who particularly specialize with physicians?
- ___ Have you (the Realtor) been involved in bringing new doctors into the town?

Things to Avoid During Interviews

1. Avoid extremes in dress (no white suit, plunging necklines, shorts, T-shirts or casual attire, sunglasses, heavy or expensive jewelry, strong cologne or perfume).
2. Avoid criticism or negative comments about peers /superiors/ other physicians that you may have met.
3. Avoid discussions on politics, religion and other sensitive or controversial issues unless your opinions will affect the way in which you will practice medicine.
4. Never end an interview once it has started. If you are scheduled to visit the practice on Friday – Sunday, don't leave Friday evening.
5. Do not ask how much money the physicians earn, or the average partner's income. Do not ask exact practice overhead. (Do, however, pay attention to all the clues available to you about the physician's likely disposable income.)
6. Do not criticize the practice, community, or hospital.

Things You Always Should Do

1. Be polite, interested in the practice and provide feedback during your interview.
2. Clearly express your interest in the practice. Emphasize what you bring to the practice that makes you a good candidate.
3. Offer references, recommendations and any information that substantiates your background experience.
4. Whenever possible, refer to previous life experience to illustrate your point. If an interviewer has asked you how you financed your medical education, talk about the different jobs you've had, what type of work you've done, and the hours you've worked to establish that you are a hard worker.
5. Be honest.
6. Debrief yourself after each interview to identify what you've learned about the practice, what you still need to find out, and to assess your own interview performance.

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