

## Interview Questions when Hiring a Practice Administrator

What has been your greatest success in managing a practice?

What has been your biggest problem in managing a practice?

Have you worked with a budget for a dental practice?

- Did you write one?
- How accurate was it? in projected income? in projected expenses?
- Did you have to justify inconsistencies? monthly? quarterly?
- How did you try to hold the line if expenses exceeded budget?

In your last practice, how closely did you oversee:

- Daily production goals?
- Collection goals?
- Accounts receivable?
- Delinquent accounts?
- Money handling -- daily balancing? petty cash?
- Banking -- daily? monthly reconciliation of bank statements?
- Liaison with attorney? with accountant?
- Getting bids on insurance needed for practice—health? malpractice? disability? Business overhead? etc.
- Computer services and costs for those services?
- Merchant's rate for charge cards?
- Profit and loss statements?
- Accounts payable?
- Inventory?
- Hiring new staff?

Would occasional business meetings with our accountant or attorney after patient hours be a problem?

Describe the scope of personnel administration you have done.

How do you conduct staff meetings?

Concerning staff performance appraisals, what schedule and method would you implement and what results would you expect to gain from this exercise.

Have you coordinated maintenance of an office? Repairs? Remodels?

Describe your responsibilities as you would envision them in our office.