

Date: Jul 13, 2008



Name: Tom Tester
ID: 295689



Medical Billing Summary

General Reasoning (Cognitive)

Slower Processing
Accepts Simple & Repetitive Work



Faster Processing
Needs Intellectual Challenge

- Tom learns very quickly and may become bored with some of the routine tasks required in a medical billing position
- Tom prefers to handle more complex problems rather than focus on immediate routine issues
- With the complexity of some medical billing situations, Tom may feel challenged as long as there are ongoing opportunities to learn new things

QUESTION: Describe a time when your job allowed you to work on complex types of problems and projects. What was it like?

Conscientious (Organization)

Carefree
Impulsive



Detail Oriented
Dependable



- Tom's faster learning speed and carefree nature when it comes to details can allow Tom to be creative with problem solving
- The high level of detail and routine in many medical billing roles can become frustrating for Tom to deal with all day long
- Tom may enjoy the challenge of solving more complex problems that come up within the position but would prefer to not deal with the routine issues

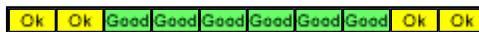
QUESTION: Describe a time when you had to work on a very detailed project. How did you deal with it?

Tough Minded

Cooperative
Agreeable



Direct
Determined

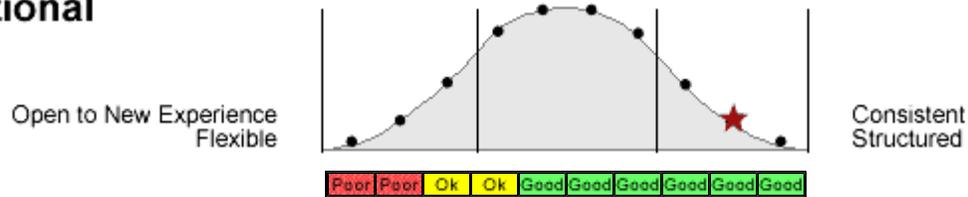


- Tom's skeptical nature can help to scrutinize billing records and uncover problems
- Tom tends to be direct and out-spoken with others
- If Tom must interact directly with patients regarding billing, it is important that Tom

remember to be careful not to become overly argumentative

Question: Describe a time when you came across to someone else a little too strong when the situation may have needed you to be a little more tactful. What was the situation and what happened?

Conventional (Rules)

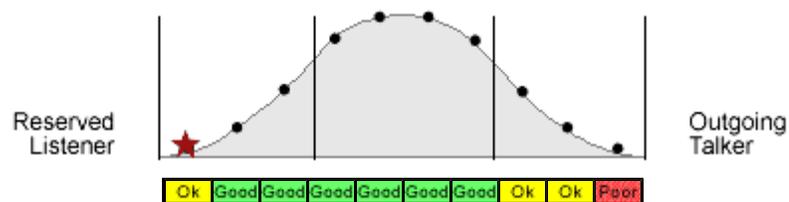


- Tom usually follows rules, patient privacy policies and other standards necessary for medical billing

- Even with faster learning speed, Tom may be frustrated by changes in policies and procedures especially if the changes do make sense in the bigger picture

QUESTION: Tell me about a time when you felt that policies and procedures were changing too frequently. How did you handle it?

Extroversion



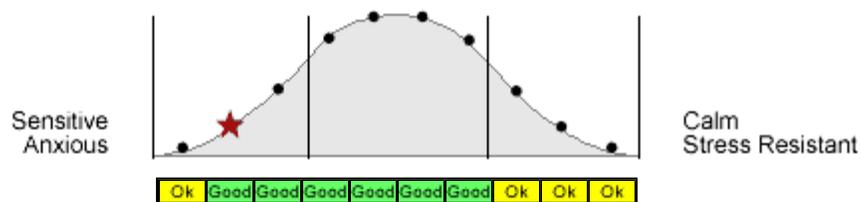
- Tom tends to listen well to others which can be very helpful in dealing with the high level of detail in most medical billing positions

- Reserved and quiet nature may help Tom in dealing with the lack of social interaction of some medical billing roles

- Tom may occasionally be seen as unfriendly by others

QUESTION: Describe a time when your job required you to be more talkative and friendly with others than you are accustomed to. How did you deal with it day to day.

Stable

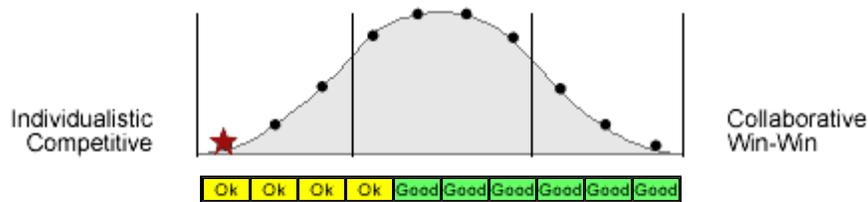


- Tom tends to feel stress faster than others which can be difficult in those medical billing roles where Tom is expected to deal directly with emotional patients regarding their bills

- Others will usually perceive Tom as being sensitive to their issues

QUESTION: Describe a time when you had to handle a great deal of stress during the day. How did you manage it?

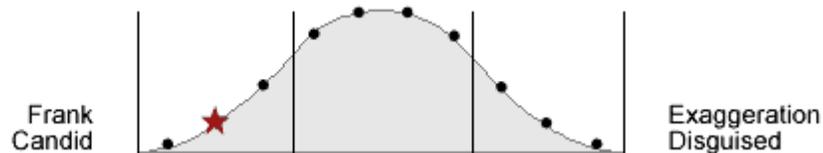
Team



- Tom tends to be independent and competitive rather than customer oriented
- Many medical billing positions may not provide the individual recognition and environment for Tom to feel motivated

QUESTION: Give me an example of a situation when you had to let a customer or patient be right even though you did not agree. How did it work out?

Good Impression (Social Desirability)



- Tom's responses have been frank and open

*The participant has scored in the "red zone" in 1 area.

Overall
75% *

Note: This report represents only a small part of the factors that can be helpful in determining job performance. It is not designed to specifically recommend or not recommend any individual for employment and the ultimate employment decision rests with the Employer.

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Medical Billing Interview Questions

General Reasoning (Cognitive)

Question: Tell me about a time when you were very motivated to do your job every day. What were you doing and what types of problems did you deal with?

Question: Tell me about a time when a coworker kept asking you the same question over and over again. What did you do?

Question: Give me an example of a job where you were given many simple or routine tasks to perform daily. How did you handle that?

Conscientious (Organization)

Question: Tell me how you keep track of the details of a project or task.

Question: Give me an example of how you have followed up with someone who asked for additional details on a project or task. How did you handle the follow up?

Question: Describe a time when you lost track of some details for a project and it caused a problem. What did you do?

Tough Minded (Assertiveness)

Question: Tell me about a time when you disagreed with a supervisor about how a customer situation should be handled. What did you do?

Question: Tell me about a time when you became impatient with a coworker or supervisor because they were being unreasonable. What happened?

Question: Give me an example of a time when you had to make an important decision on something even though it wasn't your responsibility. What was the situation and how did it work out?

Conventional (Rules)

Question: Describe a time when you had to begin working and you had not really been trained yet and didn't know what you were supposed to do. What was it like?

Question: How have you handled a situation where there was no procedure in place?

Question: Tell me about a time a good customer wanted something that was not consistent with policy. What did you do?

Extroversion

Question: Give me an example of a time that someone praised you for your ability to listen to them. What was the situation?

Question: Tell me how you handle coworkers who like to chat with you even though you need to move on to the next task.

Question: Tell me about a time at work when you needed to take a break and get away from people for a while. What was it like?

Stable

Question: Give me an example of how you have dealt with a lot of stress in your job every day. What did you do?

Question: Tell me about a time when a customer or coworker was very upset and was being unreasonable. What did you do?

Question: Describe a time when you worked in an environment that you thought was motivating but not too stressful. What was your day like and what made it motivating?

Team

Question: Tell me about a time when you did something extraordinary in your job but were not given credit for it. What did you do?

Question: Give me an example of a time when a coworker needed your help with a project or task. What was the situation and how did you handle it.

Question: Give me an example of a time when you were praised for your performance in front of the team. How did your coworkers respond?

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