Red Flags During the Interview Process

What to Watch for When Hiring Remote Medical Staff

01 Poor Communication Skills

- Speaks unclearly or without confidence
- Cannot explain prior experience concisely
- Struggles to answer patient-facing scenario questions
- Sends sloppy or unprofessional emails during scheduling or follow-up

May Indicate:

Inability to communicate effectively with patients or document accurately in EMRs.

02 Lack of Preparation or Engagement

- Doesn't know your practice name or type
- Asks no questions about the role or workflow
- Appears distracted or multitasking during the call
- Gives vague or generic answers to specific questions

May Indicate:

Low interest, low initiative, or poor attention to detail

03 Inconsistent Work History or Overgeneralization

- Jumps frequently between roles without clear progression
- Overuses vague terms like "helped," "assisted," or "supported" without examples
- Avoids giving specific tools used (e.g., EMR platforms, call volume expectations)

May Indicate:

Inflated experience or lack of ownership in past roles

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04 Negative or Defensive Responses

- Speaks poorly of previous managers or companies
- Blames systems or coworkers for past issues without accountability
- Gets defensive when asked about challenges or errors

May Indicate:

Poor adaptability, lack of professionalism, or low accountability

05 Technical Limitations or Lack of Remote Readiness

- No reliable internet connection or appropriate equipment
- Unfamiliar with basic tech (VPN, EMR, dual screens, video platforms)
- Unwilling to learn or adapt to new systems

May Indicate:

High likelihood of workflow disruption or dependence on frequent support

06 Discomfort with Role Expectations

- Hesitation when asked to roleplay a patient call
- Avoids questions about high-volume calls or schedule flexibility
- Expresses discomfort with repetitive tasks or patient complaints

May Indicate:

Poor job fit or future burnout risk

Candidate Evaluation Scorecard

What to Watch for When Hiring Remote Medical Staff

Category	Red Flag Observed? (Yes/No)	Notes / Examples
Communication Clarity		
Engagement & Preparation		
Work History Transparency		
Attitude Toward Past Roles		
Remote Readiness		
Role Fit & Flexibility		
Follow-Up Professionalism		

Number of red flags observed: _____ / 7

Concerns that require follow-up or clarification:

_____

Proceed with candidate? ☐ Yes ☐ No ☐ Possibly, pending follow-up