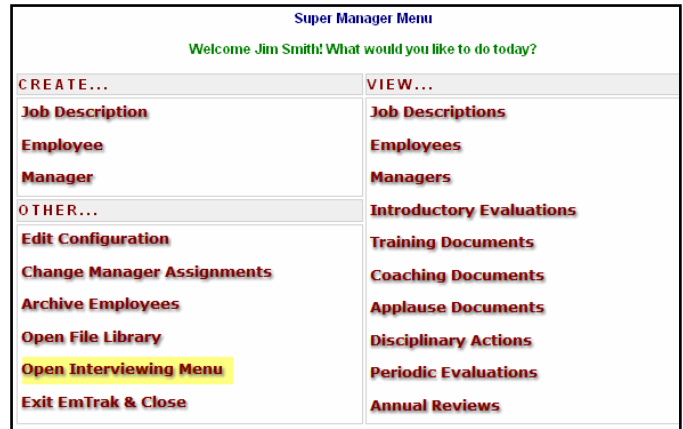


INTERVIEWING MENU

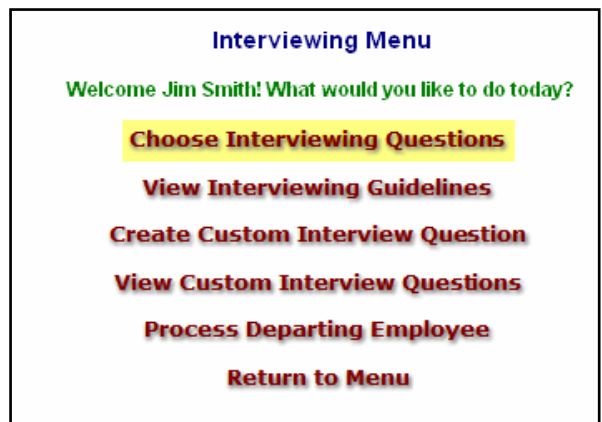
Our members have often reminded us of the difficulty of doing good interviews that ask the right questions, identify the right answers and match the right person to the job. EmTrak offers great help in interviewing. Let's look at it. Go to either the Manager Menu or Super Manager Menu. Click on **OPEN INTERVIEWING MENU**.



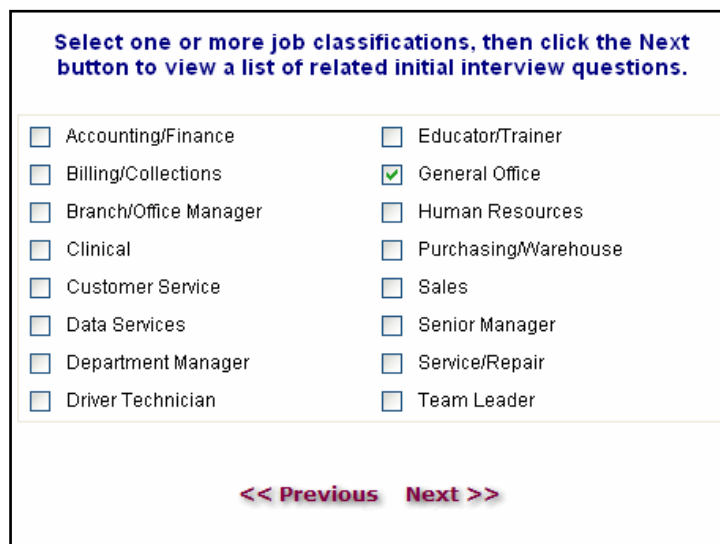
The primary purpose of the interviewing piece is to offer suggestions for the types of questions to ask for a specific job category and the types of answers to look for.

Choose Interviewing Questions

EmTrak 3.1 offers great assistance in selecting the right interviewing questions for an upcoming interview, helping you to be consistent, concise and comprehensive in your questioning. Click on **CHOOSE INTERVIEWING QUESTIONS**.



The screen below will come up for you to select the related job classification for which you are interviewing. Now, let's open interviewing questions for GENERAL OFFICE by selecting that category and hitting the NEXT button.



EmTrak 3.1 offers several suggested interview questions. *You will notice in italics with each question, those are suggestions for what you should look for in the potential employee's answers.* Let's scroll down and make some choices!

Select specific questions for this initial interview, then click the Next button.

Check All Items **Uncheck All Items**

Tell me about the most complicated project you've had to work on, and how you organized the process to make sure everything got done.

Listen to see if the candidate seems to be able to organize their priorities and exhibit concern for accuracy and speed of completion.

Mistakes can happen in any business. Please tell me about a time where something went wrong at a really critical point, and how you resolved the problem.

Listen to see if the applicant accepts mistakes without placing blame and focuses on fixing the problem.

We've all had disagreements with co-workers. Would you tell me about a time where you and a co-worker disagreed on how to handle part of an assignment, and how you worked the problem out in a positive way?

Listen to see if the applicant used positive conflict resolution techniques or if they remain focused on who was at fault.

Our computer system is fairly complicated. Tell me about the most difficult piece of computer software you had to learn to use and how you mastered it.

Listen for how the candidate describes the learning challenge and see if they attack the process in a positive way

Click NEXT and EmTrak will pull up a document created specifically from those questions you have selected. This document is designed to be printed out, with room to take notes under each question and suggestion of answers to look for. It is not designed to be used on the computer while you are interviewing someone!

EmTrak

Candidate Name: _____

Interviewed By: _____

Interview Date: _____

Job Title **Job Title**

Question:
Mistakes can happen in any business. Please tell me about a time where something went wrong at a really critical point, and how you resolved the problem.

Listen to see if the applicant accepts mistakes without placing blame and focuses on fixing the problem.

Question:
Our computer system is fairly complicated. Tell me about the most difficult piece of computer software you had to learn to use and how you mastered it.

Listen for how the candidate describes the learning challenge and see if they attack the process in a positive way

But before we print this document out, let's add some questions of our own. When you scroll to the bottom of the page, you will note space to create your own questions. Since this person is to work for marketing, we need to ask something specific to that.

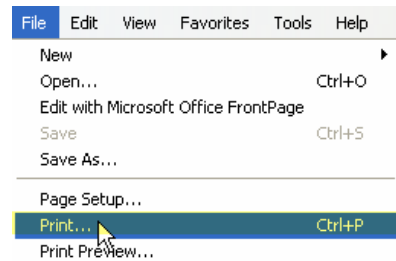
Additional Question 1

Tell me about any experience you have had with telemarketing.]

Additional Question 2

I

Now, the final step, click **PRINT** on your browser.



Now you've got a document with great questions, you know what to look for, and a place to take notes where you have the interview all summarized on one handy document.

Create Custom Interview Question

You can also add custom questions that will be available to everyone when they choose that job category. Simply click on **Create Custom Interview Questions**.

Interviewing Menu

Welcome Jim Smith! What would you like to do today?

Choose Interviewing Questions

View Interviewing Guidelines

Create Custom Interview Question

View Custom Interview Questions

Process Departing Employee

Return to Menu

Choose the Job Classification and the Question Type (Initial interview or Exit)
Type in your question and click NEXT.

Job Classification
- Select a Job Classification -
- Select a Job Classification -
Accounting/Finance
Educator/Trainer
Billing/Collections
General Office
Branch/Office Manager
Human Resources
Clinical
Purchasing/Warehouse
Customer Service
Sales
Data Services
Senior Manager
Department Manager
Service/Repair
Driver Technician
Team Leader

Question Type
- Select a Question Type -
- Select a Question Type -
Initial Interview
Exit Interview

Job Classification
General Office

Question Type
- Select a Question Type -

Order
1

Date
11/28/2005

Interview Question
Enter a single paragraph question without line breaks.
Tell me about any experience you've had with telemarketing.

<< Previous Next >>

Next time you go to the General Office category, you will notice the question you created at the bottom of the page and now among the choices available.

Custom Interview Questions

Tell me about any experience you've had with telemarketing.

View Custom Interview Question

You can view all of the custom interview questions that have been created. In fact, once you are in that view, then you can edit the existing questions to better meet the needs of the company. Click on **VIEW CUSTOM INTERVIEW QUESTIONS**.

A list of all the questions created will come up, including the Job Classification and type of questions. To edit a question, click on the link. Then click on **EDIT CUSTOM INTERVIEW QUESTION**.

[Choose Interviewing Questions](#)
[View Interviewing Guidelines](#)
[Create Custom Interview Question](#)
[View Custom Interview Questions](#)
[Process Departing Employee](#)
[Return to Menu](#)

Click on a question to open for viewing and editing. To filter the question list, select a job classification from the ones available in the drop-down list below.

All Job Classifications ▾

Del?	Job Classification	Type	#	Question (first 45 characters)
	General Office	Exit Interview	1	Were there any specific managers you found di...
	Educator/Trainer	Initial Interview	2	Another Question
	Clinical	Initial Interview	1	Clinical Edited
	General Office	Initial Interview	1	Tell me about any experience you've had with ...
	Billing/Collections	Initial Interview	1	Tell me about a time that you had a customer ...
	Accounting/Finance	Initial Interview	5	Test
	Driver Technician	Initial Interview	1	
	Service/Repair	Initial Interview	1	

Return

Edit Custom Interview Question **Return to Menu**

Job Classification General Office	Question Type Initial Interview
Order 1	Date 11/28/2005

Interview Question
Enter a single paragraph question without line breaks.
 Tell me about any experience you've had with telemarketing.

Make your changes, click the **NEXT** button, and you're done.

Exit Interviews - Processing Departing Employees

One final piece EmTrak gives you is the ability to pull together exit interviews for departing employees. Research suggests that when done well, you can learn a great deal about your company from an employee who is leaving, even if that employee is leaving under less than ideal circumstances.

Click on **PROCESS DEPARTING EMPLOYEE**. A list of job categories will come up.

Interviewing Menu

Welcome Jim Smith! What would you like to do today?

Choose Interviewing Questions

View Interviewing Guidelines

Create Custom Interview Question

View Custom Interview Questions

Process Departing Employee

Return to Menu

Select a job classification, then click the Next button to view a list of related exit interview questions.

- | | |
|--|--|
| <input type="radio"/> Accounting/Finance | <input type="radio"/> Educator/Trainer |
| <input type="radio"/> Billing/Collections | <input type="radio"/> General Office |
| <input type="radio"/> Branch/Office Manager | <input type="radio"/> Human Resources |
| <input type="radio"/> Clinical | <input type="radio"/> Purchasing/Warehouse |
| <input type="radio"/> Customer Service | <input type="radio"/> Sales |
| <input type="radio"/> Data Services | <input type="radio"/> Senior Manager |
| <input type="radio"/> Department Manager | <input type="radio"/> Service/Repair |
| <input checked="" type="radio"/> Driver Technician | <input type="radio"/> Team Leader |

◀ Previous Next ▶

Let's prepare an exit interview for one of our drivers. Let's select a few questions. {If you explore, you will note that currently the pre-populated questions are the same for all of these job titles. Two reasons – as we have time to work on it, we will work to create more specific questions by classification. The other reason we broke them down into categories are so you can create custom exit questions (same process as creating custom interview questions).}

- Why are you leaving?
- What triggered this decision?
- What was different about the way the job actually turned out to be compared to what you were told and what you thought when you were hired?
- What would you change to make the job better and more effective?
- Are there different skills and responsibilities needed for the position which we did not cover when you were hired?
- What type of person (personality included) would you hire for this position?
- What could I have done to make the job more effective, or to create a more effective work environment?

Print out the list of questions, write their answers as they go (the exit interview is not designed to be used and typed into on a computer. If you are a company that scans all hard copies, you may want to review the chapter on **THE EMPLOYEE LOG** to learn how to attach a document under an employee's name (even a former employee can become listed as INACTIVE, so that all records remain easily available.)

Question:
Why are you leaving?

Question:
What triggered this decision?

Question:
What was different about the way the job actually turned out to be compared to what you were told and what you thought when you were hired?

Interviewing Guidelines

We've created some INTERVIEWING GUIDELINES. These offer some good tips, handy tips, for the interviewing process.

A list of job classifications comes up. Let's review some of the guidelines for interviewing someone in Billing/Collections.

Select a job classification, then click the Next button to view the related interviewing guidelines.

- | | |
|--|--|
| <input type="radio"/> Accounting/Finance | <input type="radio"/> Educator/Trainer |
| <input checked="" type="radio"/> Billing/Collections | <input type="radio"/> General Office |
| <input type="radio"/> Branch/Office Manager | <input type="radio"/> Human Resources |
| <input type="radio"/> Clinical | <input type="radio"/> Purchasing/Warehouse |
| <input type="radio"/> Customer Service | <input type="radio"/> Sales |
| <input type="radio"/> Data Services | <input type="radio"/> Senior Manager |
| <input type="radio"/> Department Manager | <input type="radio"/> Service/Repair |
| <input type="radio"/> Driver Technician | <input type="radio"/> Team Leader |

◀ Previous Next ▶

Interviewing Menu

Welcome Pam Jones! What would you like to do today?

Choose Interviewing Questions

View Interviewing Guidelines

Create Custom Interview Question

View Custom Interview Questions

Process Departing Employee

Return to Menu

What you will find are:

Keys To Successful Interviewing

1) Define the position and the quality of person you are seeking

2) Focus on the Key Skills needed in the position

The key skills needed to be an effective **Billing/Collection** person are:

- Good verbal and written communication skills
- Good problem solving abilities
- Ability to work large quantities of paperwork accurately and quickly
- Ability to balance patient needs with company's financial needs
- Ability to positively resolve conflict situations
- Ability to plan and prioritize activities to achieve results

3) Prepare yourself for the interview process

4) Prepare a good interviewing environment

5) Prepare your candidate before the interview

PROFILE XT

There are a couple of other things you will notice on **INTERVIEWING MENU** (and on the opening page at www.medemtrak.com). The first is this link to Profile XT. Profile XT is the single, best pre-employment assessment in the HME industry.

For years you've asked for the BEST in pre-employment assessments. And for years we've searched and evaluated. Finally, we are convinced we have it.

The MED Group has partnered with [McClain Group, LLC](#), a strategic business partner of [Profiles International](#) to offer what we believe is the single best assessment product out there. It's called the **Profile XT™**.

The **Profile XT** is a "total person" assessment that has a myriad of uses. It is the only system that measures these job-related qualities that make a person productive

- Thinking and Reasoning Style
- Behavioral Traits
- Occupational Interest

To begin the process, we had some of the best in the industry take the **Profile XT** instrument – the best drivers, the best in billing, the best managers – you name a position and we invested time and finances to create a benchmark of how the best are measured on a series of factors. With these benchmarks in place, we now have the opportunity to offer you one-of-a-kind pre-employment assessments, called Job Match Patterns.



Profile XT

For years you've asked for the BEST in pre-employment assessments. And for years we've searched and evaluated and now, we are convinced we have it. In partnership with Profiles International we offer the Profile XT, a "total person" pre-employment assessment, measuring a person on these job-related qualities that make a person productive

- Thinking and Reasoning Style
- Behavioral Traits
- Occupational Interests

Profile^{XT}

and benchmarked against the best in our industry. [Click here for more information or to order an assessment.](#)



Here are the jobs for which we've created the Job Match Patterns:

- HME Branch Manager
- Clinical Manager/Director
- COO/Operations
- CSR/Intake Coordinator
- Delivery Technician
- HME Sales
- Information Technology
- Pharmacist
- RTS/Rehab Sales Specialist
- Reimbursement Manager
- Reimbursement Specialist
- Respiratory Therapist
- Sales Manager
- Service Technician
- Warehouse/Service Manager

The most valuable feature of the **Profile XT** is its Job Match Pattern. This refers to the **Profile XT**'s ability to analyze a person's job-related attributes and compare them to the qualities required to perform successfully in a particular job. Job Match Patterns are effective because they compare the qualities of your job candidates to the attributes of the most productive employees in the industry. The patterns tell how candidates are like or different from these top performers.

A study published in the *Harvard Business Review* concluded that Job Match Patterns more accurately predict job success than any of the commonly accepted factors, such as education, experience, or job training.

Matching people so they fit the work they do builds productivity and job-satisfaction and diminishes negative factors such as stress, tension, conflict, miscommunication, and costly employee turnover. There are a number of other uses for the **Profile XT** - placement, promotion, self-improvement, coaching, succession planning, and job description development.

Integrated Screening Partners


The other link you may notice is the link to ISP (Integrated Screening Partners). Integrated Screening Partners provides background checks, drug testing, healthcare fraud and abuse checks. ISP is an efficient, one-stop source for these critical elements. Integrated Screening Partners works in partnership with The MED Group to offer you special pricing on several of their services. Pre-employment screening tools include:

- Drug Screenings/Employment Physicals
- Social Security Verification
- State District Court Criminal Searches
- Federal District Court Criminal Searches
- Federal District Civil Litigation Records
- Education Verification
- Employment Verification
- Professional Certification Verification
- Driving Record
- Consumer Credit Report
- Bankruptcy/Lien Reports

To order their services, simply click on the link on the page to fill out a services agreement and to visit with one of their company representatives.

Integrated Screening Partners

Pre-employment screening tools include personal background checks, drug testing, and healthcare fraud & abuse cross-reference. These tools are available through Integrated Screening Partners. In order to utilize these tools, MED Members must first complete and fax a Business Service Agreement.

 **ISP**

[Click here for more information.](#)