

Dental Administrator Interview Questionnaire

Candidate Name: _____ Date: _____

Scenario-Based Questions

1. A patient arrives for their appointment and claims they canceled it last week. The doctor is already running behind. How do you handle the situation?
2. You notice a pattern where multiple patients are being scheduled incorrectly (wrong provider or procedure). What steps would you take to fix the issue and prevent it from happening again?
3. An insurance payment comes in lower than expected, and the patient is upset about their balance. How do you handle the conversation, and what steps would you take next?
4. A long-time patient calls frustrated because their hygiene visit was rescheduled twice. What would you say to repair the relationship?
5. Your provider suddenly adds three procedures to the schedule. How would you adjust the day and communicate that with both the clinical team and patients?

Patient-Interaction Based Questions

1. How do you handle a new patient walking in without paperwork done and insurance information incomplete, but you're already juggling check-ins, phones, and clinical needs?
2. Describe how you would welcome a nervous new patient walking into the office for the first time.
3. How would you explain to a patient why a procedure isn't covered by their insurance, and what options would you offer them?
4. How do you handle a patient who's consistently late but expects to be seen anyway?
5. What would you say to a parent who is visibly upset about a wait time in the reception area while their child is still being seen in the back?

Knowledge-Based Questions

1. Walk us through the process of verifying a new patient's dental insurance and what information you collect.
2. How do you submit a dental claim with attachments? Which procedures typically require documentation?
3. What experience do you have with treatment plan presentation, and how do you explain out-of-pocket costs to patients?
4. Which practice management software systems are you proficient in? What reports do you routinely generate?
5. What is your understanding of HIPAA and how it applies to your role at the front desk?

Bonus (Optional)

1. What does "exceptional patient experience" mean to you?
2. How do you manage stress on high-volume days while still being personable and accurate?