

Questions to ask during the recruitment process

Background:

- Why is this position available?
- Why did the previous physician leave?
- How long have the current physicians been there – what is their background?
- Are there any Advanced Practice Providers (APP)? Am I responsible for their supervision?
- Is the practice accepting new patients?

Scope of Practice:

- Is this an ambulatory or ambulatory/inpatient position?
- What is the call coverage?
- What procedures are performed? What equipment is available?
- What are the referral patterns and are there preferred providers?
- What ancillary services are offered on site?
- Number of outpatient visits per day/week? Types of outpatient visits?
- Number of surgeries per week? Types of surgeries? Is there block time in the OR?
- Average inpatient census? How is inpatient rounding shared/rotated?
- How many shifts per month/year?

Staffing:

- What is the staffing (#, title and FTE status)? How long have they been with the practice?
- How are providers involved in the interview process?
- Who makes decisions about hiring and firing?

Billing and Financial:

- What is the collection rate?
- What is the fee schedule – how often is it reviewed?
- What is the average charge per visit? What is the coding index (average wRVU per visit)?
- Is billing done on site or centralized?
- What is the payer mix?
- Will I receive monthly financial reports?
- What were the annual gross charges and net receipts last year?
- How do you support a new provider with no or little coding experience?

Office layout and use:

- What is the office layout ? How many exam rooms/procedure rooms?
- How many exam rooms will be available for you to use?
- What is the patient flow?

Process and Protocols:

- What EMR is used in the office?
- How are the phone calls triaged?
- How is follow-up done for tests (labs, x-rays?)

Scheduling:

- What are the office hours?
- Are there plans for extended weekday or weekend hours?
- Is scheduling computerized? Can it be tailored per provider? What are the time slots – 10 min/20min?
- Are appointments blocked for sick calls? Are you a patient centered medical home?
- Is there block surgery time?
- How many hours per week, how many shifts per month? Length of shifts?
- Can I see a sample schedule?

Administration:

- Who do I report to?
- Are there office/staff meetings?
- Are there provider meetings?
- Is there an organized committee structure or governance council?