

# Recruiting Medical Office Support Staff

This resource provides practical information for clinicians looking to recruit and hire qualified staff for open office positions.

## Where to find candidates?

Start your search with a large job site like Indeed, Monster, or ZipRecruiter that offers both free and paid job postings to employers. Word-of-mouth referrals from colleagues and referral incentives for staff members can also boost the number of qualified candidates you receive for an open position.

## Should I use a staffing agency?

Staffing agencies perform recruitment tasks like posting to various job boards, screening candidates based on employer needs, managing contracts, and assisting with the onboarding process.

A staffing agency typically charges a fee between 20% and 30% of a position's hourly rate for a defined period of time. For example, a practice manager wants to hire a candidate for a medical assistant position for \$20/hour; the staffing agency has a fee of 20% for the first year; therefore, the practice manager will pay \$24/hour for the medical assistant for the first year.

## How do I sort through different candidates?

One useful process to sort through various candidates is the MoSCoW Method. The MoSCoW Method helps you understand what a potential candidate must have, should have, could have, and won't have. For example, a Medical Assistant must have experience taking vitals, should have previous experience working with patients, could have advanced clinical skills such as phlebotomy, and won't have poor customer-service skills.

MoSCoW Method	
<b>Must Have</b> Must possess to properly complete the duties of the position.	<b>Should Have</b> Expected to possess (but not necessary) to complete the duties of the position.
<b>Could Have</b> May possess (e.g., an asset or a special skill) that would help complete the duties of the position.	<b>Won't Have</b> Quality or trait that would compromise ability to complete duties of position.

## What do I ask during interviews?

An interview is an opportunity to get to know a candidate beyond what's in their resume. One style of interview questions, Situational Interview Questions, are widely regarded as being highly effective at helping practice managers get to know their candidates on a deeper level. Here's some examples:

- “Tell me about your computer skills—have you used an electronic health record before?” (Technical Skills)
- “Tell me about a time that you had to deal with a difficult patient or customer.” (Interpersonal Skills)
- “What would you do if a patient forgot to bring the results of their laboratory/ imaging study to a follow-up visit?” (Problem-solving Skills)
- “If you were the manager for a day, what would a successful day look like for you?” (Cultural Fit)
- “An urgent and medically technical message just came in for a physician—how do you communicate the contents of the message to the physician?” (Communication Skills)

## How do I onboard a new employee?

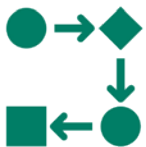
There are a few common steps that employers should take to acclimate new employees to their workplace.



Introduction to organization's values, mission, operational structure



Introductions with new team members with extra time for learning about different roles



Performing a thorough review of relevant office policies and procedures



Training new hires on technical systems and performing walkthroughs of different routine tasks



Scheduling regular check-ins with a supervisor to create opportunity to ask questions and express any concerns