



TOOL 2.5: Sample Interview Questions for Your Patient Navigator Position

Use this list of interview questions as a jumping off point. Even if you are experienced at hiring, you may find these questions helpful. We have found these to be effective in determining the right candidate for the Patient Navigator position in our own experience.

How would you describe your work style?

What would be your ideal working situation?

What techniques and tools do you use to keep yourself organized?

If you had to choose one, would you consider yourself a big-picture person or a detail-oriented person?

What three skills will you bring to this position that will help you be successful?

What did you like or dislike about your previous job?

Describe how you would handle a situation if you were required to finish multiple tasks by the end of the day, and there was no conceivable way that you could finish them.

Tell us about a time when you were able to quickly build a good helping relationship with someone, under difficult conditions.

How do you go about explaining complex medical information to a person who does not understand medical jargon, and who may also be very anxious?

What challenges have occurred while you were coordinating work with other units, departments, and/or organizations in your current role?

Describe a situation in which you were able to effectively "read" another person's feelings and/or thoughts and guide your actions based on your understanding of their needs and values.