

# CLINIC INTERVIEW PLAYBOOK

A consistent hiring process  
for every candidate, every time.

## WHAT'S INSIDE



### Interview 1

The Screen · 15 min



### Interview 2

The Practice Interview · 45 min



### Interview 3

The Shadow · ~2 hours



### Legal Guardrails

Questions not to ask



### Quick Reference

One-page process summary

### **NPHire has already done the work before candidates reach your clinic.**

Every candidate you meet has been sourced, credentialing-confirmed, and soft-fit assessed. Your job from here is to evaluate culture, clinical judgment, and long-term fit.

#### **THREE RULES FOR EVERY INTERVIEW**

**01**

#### **Same questions, every candidate.**

Don't improvise. Consistency is how you make fair, comparable decisions. Use this guide as written.

**02**

#### **Don't ask what the CV already tells you.**

Skip school attended, years of experience, and job history recap. Those are on paper. Your time is for what isn't.

**03**

#### **Each interview builds on the last.**

No repeated questions across stages. Every conversation should surface something new.



**Speed matters. The full process should take less than one week. A great candidate won't wait.**

## FORMAT

15 min • Phone or video

## WHO

Recruiter / Office Manager / HR

## GOAL

Logistics + excitement

1 Introductions



2 Three Questions



3 Candidate Q&amp;A



4 Next Steps

## INTRODUCTIONS

Your name, your role at the practice, and a one-line description of what makes this practice worth their time.

## THREE QUESTIONS

Q1

What made you say yes to this conversation? What about this role or practice stood out?

Q2

Walk me through a typical day in your current role. How many patients do you see, and which conditions do you manage independently versus refer out?

Q3

Tell me about your last two roles, why you moved on, and what a practice would need to offer for you to build a long career there.

CANDIDATE Q&A • Invite 1–2 questions — keep it brief at this stage.

NEXT STEPS • Let them know they'll hear back from you shortly.

## FORMAT

45 min · Zoom

## WHO

Doctor / Physician

## GOAL

Clinical judgment &amp; fit

1 Introductions



2 8 Questions



3 Candidate Q&amp;A



4 Next Steps

## INTRODUCTIONS

Your name, your role, how long you've been at the practice, and one thing you genuinely love about working there.

## CLINICAL APPROACH

Q1

Tell me about a patient case that challenged you — where the diagnosis wasn't obvious or the plan changed. How did you work through it?

Q2

How do you decide when to manage something yourself versus loop in a physician or refer out?

Q3

What does your documentation process look like? How do you stay on top of charting without it bleeding into patient time?

## COLLABORATION

Q4

Tell me about a time you disagreed with a clinical decision made by a physician or colleague. How did you handle it?

Q5

What does a good working relationship between an NP and a physician look like to you — and what have you seen get in the way of that?

Q6

How do you handle a day when everything runs behind — rooms are full, charts are stacking, and the team is stretched?

## THEME 3 — CAREER MOTIVATION

*What they want — and whether your practice can give it to them.*

Q7

**Where do you want to be in your clinical career three years from now — and what kind of practice gets you there?**



*Reveals ambition, direction, and whether your practice is a stepping stone or a destination.*

Q8

**What's the one thing a practice could do that would make you leave within the first year?**



*A risk question dressed as a motivation question. The answer tells you exactly what to watch for.*

## CANDIDATE Q&amp;A

Open the floor — give them real room to ask.

## NEXT STEPS

Let them know they'll hear back from you shortly.

## AFTER THE PRACTICE INTERVIEW

Advance to The Shadow — or send a rejection email within 24 hours. Note anything worth probing further during the in-person visit.

## FORMAT

~2 hours · In-person at clinic

## WHO

Doctor / Hiring Manager

## GOAL

Mutual fit confirmation

## BEFORE THEY ARRIVE

## Tell the candidate:

- Where to park and who to ask for
- What to wear (clinic attire is appropriate)
- They'll observe clinic operations — no procedures expected
- Plan for approximately 2 hours
- This is a two-way evaluation — they should ask questions too

## WHAT TO WATCH FOR

## During the visit, pay attention to:

- How they interact with staff — tone, warmth, respect
- How they respond when things move fast or change
- Whether they ask thoughtful questions
- Their energy — engaged, curious, or checked out
- How they carry themselves in a clinical environment

## AFTER THE SHADOW

Debrief privately. If it's a yes — move to offer. If it's a no — send a rejection email within 24 hours. Every candidate deserves a response.

*Federal and state law prohibits questions about protected categories. These apply to every stage of the interview process.*

| CATEGORY                      | ✗ NEVER ASK                                                               | ✓ INSTEAD ASK                                                                       |
|-------------------------------|---------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| Age                           | How old are you? When did you graduate?                                   | Are you authorized to work in this state?                                           |
| Family / Pregnancy            | Do you have children? Are you planning to have kids? Are you pregnant?    | This role requires [schedule/on-call]. Can you meet those requirements?             |
| Marital Status                | Are you married? Is your spouse in healthcare too?                        | Nothing — this is not relevant to the role.                                         |
| National Origin / Citizenship | Where are you from originally? What's your native language?               | Are you legally authorized to work in the United States?                            |
| Religion                      | What religion are you? Do you observe any religious holidays?             | This role has [schedule]. Are there any scheduling needs we should plan for?        |
| Disability                    | Do you have any health conditions? Have you ever filed for workers' comp? | Can you perform the essential functions of this role with or without accommodation? |

*When in doubt, ask yourself: Is this relevant to whether they can do the job? If not — don't ask it.*

01

**THE SCREEN**

15 min · Phone/video

**WHO**

Recruiter / Office Manager

**GOAL**

Logistics + excitement

**QUESTIONS**

3 questions

**AFTER**

Advance or reject within 24 hrs

02

**THE PRACTICE INTERVIEW**

45 min · Zoom

**WHO**

Doctor / Physician

**GOAL**

Clinical judgment &amp; fit

**QUESTIONS**

8 questions across 3 themes

**AFTER**

Advance or reject within 24 hrs

03

**THE SHADOW**

~2 hours · In-person

**WHO**

Doctor / Hiring Manager

**GOAL**

Mutual fit confirmation

**QUESTIONS**

Observation + debrief

**AFTER**

Offer or reject within 24 hrs

 **Target: Full process complete in under one week. Great candidates have options. Move fast.**