



## RECRUITMENT TIP #5: THE FIRST PHONE INTERVIEW

KURT SCOTT

THERE HAVE BEEN TIMES WHEN I'VE HEARD STAFF recruiters say they often send physician C.V.'s to administration or the department chairs to have them screened before a phone interview occurs. There seem to be some good arguments for this sequence, but I especially like the one about saving us time talking to a candidate that is going to be screened out anyway. Why not consider how you feel when someone decides your candidate's fate by glancing over the C.V. without collecting enough information to make a well informed decision.

We have the ability to overcome this. I'm sure you have certain physicians, physician leaders or administrators that have told you, "Just send me the C.V.'s and I'll tell you who I want you to call", or even worse, they'll say, "I'll tell you who to bring in for an interview." ("I'm not sure if this means they will talk to them first or just look at the C.V.'s and while communicating telepathically with the candidate, they'll decide who is asked to interview.)

The best way to overcome this is to call a candidate that sent you their C.F. (Do this before you send on the C.V.) Have a pencil and paper ready as well as a list of questions that you think would be important to ask. After you compile your notes, put the information together as in a dossier. Include this information when you forward the C.V. to the chair of the department, or whoever your contact might be. You will be amazed at the positive response. Though it may not be evident right away, the people you forward the C.V.'s to will start thinking of you as more of a professional - and not just a "gopher". ♦

*Kurt Scott is Director, Physician Recruitment & Credentialing, Geisinger, Danville, PA*

### *The Questions*

**Give me an idea of the top three or four things you are looking for in a new opportunity.**

**How would you rank them in order of their importance?**

*(These questions are to find out what their hot buttons are so you can sell back to them the things relevant to your practice.)*

**What is motivating you to consider other practices? *(For practicing physicians)***

**Are there areas of special interest within your specialty that you would like to be able to build into your practice?**

**Are you actively interviewing at this time?**

*If so, ...* **How many interviews have you been on?**

**Do you have any written offers?**

*If so, ...* **When will they expire?**

*(These questions are to give you an idea of their time table. If they have to make a decision by this weekend, it may be a moot point.)*

**What is your perception of first year salaries in your specialty for someone with your level of experience?**

**If we concluded that there is mutual interest, when would you be available to interview?**

**When do you see yourself making a final decision on a new practice?**