

# Health Unit Coordinator Interview Questions And Answers Guide.



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# Health Unit Coordinator Job Interview Preparation Guide.

## Question # 1

Explain what challenges are you looking forward to deal with in this role?

### Answer:-

Being a self-motivated individual, I thrive on challenge. In the role of a health unit coordinator, I look forward to challenges like handling patient complains, consolidating online patient data and contacting insurance companies for claim processing.

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## Question # 2

Tell me how do you react if a co-worker does not seem to like you?

### Answer:-

I am a generally easy going, courteous and friendly person and try my best to resolve any point of conflict with my coworkers who don't seem to like me much through dialog. However, if I'm not able to do that I make sure that my personal relationship with the coworker does not affect my work in any way.

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## Question # 3

How Do You Handle Stressful Situations as Health Unit Coordinator?

### Answer:-

Since working in healthcare can be stressful, it's important to prove to the interviewer that you can handle stressful situations. The best way to answer this question is to give examples from a previous job where you handled a stressful situation well. In addition, you might want to mention ways you cope with stress in your everyday life. For instance, maybe you practice yoga, meditate, or lift weights.

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## Question # 4

Please start your introduction?

### Answer:-

I am a compassionate, helpful and systematic certified Health Unit Coordinator and have served in 3 different hospitals in similar role over the past 7 years. I possess a strong team play spirit and am also fully well versed in applicable HIPPA guidelines.

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## Question # 5

Please explain about your teamwork skills in relation to a HEALTH UNIT COORDINATOR position?

### Answer:-

Health unit coordinator's have to play important roles in a team or group. Your ability in setting relationships with other team members should be appeared in your interview answers and you should mention your contribution into the success of the team.

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## Question # 6

What do you see yourself doing in five years as Health Unit Coordinator?

### Answer:-

This one is all about job commitment.

Some people make job hopping a career in of itself, and your answer here can be telling. Here, your interviewer is determining if you are:

- \* someone who sets goals
- \* someone who has a vision
- \* someone who is reliable
- \* someone who demonstrates commitment
- \* someone who is loyal

While no interviewer expects someone to stay at a company forever, try and craft your response in such a way that shows progression in your career, and alignment



## Health Unit Coordinator Interview Questions And Answers

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with the Company's needs and future. Again, self awareness is key - your employer doesn't want to send you down an unwanted path, resulting in wasted time and energy for everyone.

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### Question # 7

Do you know education and Training required as Health Unit Coordinator?

**Answer:-**

The education required to become a health unit coordinator varies depending upon the employer. In most cases only a high school degree is the base requirement. However, many schools now offer Health Unit Coordinator certificate programs that allow you to earn a certificate in the field within 6 months to a year.

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### Question # 8

Tell me what experience do you have when it comes to discussing our recently posted HEALTH UNIT COORDINATOR position?

**Answer:-**

Ever since my first paper route at age 10 I've been doing something to keep myself busy and earn money. Back then, it was obviously about earning some spending money. What I didn't realize was that I was actually starting the journey of establishing what I liked to do and how I fit in to the grand scheme of things. I then worked as a junior computer tech in my last 2 summers of high school. It was here that I discovered what I was passionate about and what I wanted to do. I enrolled in college to get my degree in computer sciences, and I have been working around technology ever since.

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### Question # 9

I don't expect you to go into too much detail, but why are you leaving your last job?

**Answer:-**

An innocent question. But a question that if answered improperly, can be a deal breaker. While many individuals will be looking to a new job as a means of increasing their salary, "not being paid well enough at your last job" is not something you want to mention to your interviewer. After all, are you not likely to leave this particular job if you found you could make more down the street?

If you're currently employed and leaving of your own accord, craft your response around enhancing your career development and a seeking out of new challenges.

If your current employer is downsizing, be honest about it, remain positive, but keep it brief. If your employer fired you or let you go for cause, be prepared to give a brief - but honest - reply. No matter how tempting it may be, or how "unfair it was that they let you go" steer clear away from any and all drama and negativity. Any experienced employer understands that sometimes things happen. Staying positive is key here.

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### Question # 10

Explain your Biggest Failure. What Did You Learn?

**Answer:-**

I once made a crucial error while in a patient's chart. Luckily, my supervising doctor caught it before anyone got hurt, but I've never felt like more of a failure. Since then, I have learned to check and double-check my patient's charts and even ask a colleague if my charting makes sense and is correct.

While serving as hospital administrator in my last job, I endorsed a bid to take over a neighboring hospital which was floundering. I went through every step meticulously and was sure the deal would go through. However, the other hospital pulled out at the last minute after I had virtually guaranteed my board members that the deal would be settled. For months, I was looked down upon by the board and co-workers. However, I stood by my choice even though it didn't work out. Because I didn't back down or shy away from blame, I became a stronger administrator.

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### Question # 11

Do you know what Is a Health Unit Coordinator?

**Answer:-**

A health unit coordinator is a professional who provides support to medical staff in a facility based setting. They're often referred to as medical secretaries, though that name doesn't do them justice. They are responsible for the overall organization of the facility, and also serve to coordinate communication between staff and patients as well as handling a wide range of other jobs. Nearly any medical facility will have a need for a health unit coordinator, and as such it's a job that is very in demand.

The job duties of a health unit coordinator vary tremendously. Some of the things they'll do include, but aren't limited to, the following.

- \* Order supplies
- \* Schedule procedures and appointments
- \* Pull medical records for patients
- \* Greet and receive new patients as they arrive
- \* Prepare discharge or admission forms
- \* Graph vital signs
- \* Prepare death or birth certificates
- \* Compile charts
- \* Transcribe orders from physicians
- \* And more

Essentially, this is a support role that involves a wide range of different things. Most duties are performed while under supervision of a physician or nurse since their work directly impacts the work of a health unit coordinator.

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### Question # 12

Basic Health unit coordinator interview questions:

**Answer:-**

- \* How did you prepare for this work?



- \* Have you done this kind of work before?
- \* Do you have any questions for me?
- \* How long would you stay with our company?
- \* Do you think you are overqualified for this position?

Describe your weaknesses as strengths. The most important tip is that you have get yourself prepared carefully before the behavioral interview. Prepare to talk about your hobbies, interests, and how you would react in certain situations.

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### Question # 13

Health Unit Coordinator interview questions for Group interview:

#### Answer:-

- \* What is your greatest fear?
- \* How would you describe your presentation style?
- \* How do you keep each member of the team involved and motivated?
- \* If you worked as Health Unit Coordinator, what are you doing?
- \* What type of salary are you looking for?
- \* Tell me about a difficult experience you had as Health Unit Coordinator.
- \* What salary are you seeking?

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### Question # 14

Role-specific Health Unit Coordinator Job Interview Questions:

#### Answer:-

- \* How can working here be beneficial to you?
- \* Why do you think a HUC is important for a healthcare facility?
- \* What are the most important qualities a HUC must possess?
- \* How fast can you type?
- \* What do you do to maintain attention to detail when compiling medical records?
- \* What does excellent customer service mean for an HUC?
- \* Have you used a CDSS (clinical decision support system) before?
- \* What does pt/PHI/other abbreviation stand for?

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### Question # 15

Difficult Health Unit Coordinator interview questions:

#### Answer:-

- \* Have you done the best work you are capable of doing?
- \* Give an example of a time when you assisted a co-worker to enhance their work skills?
- \* Will you relocate? Does relocation bother you?
- \* How much do you think this position is worth?
- \* How do you define teamwork?
- \* Would you say that you can easily deal with high-pressure situations?
- \* What qualities do you look for in an employer?

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### Question # 16

Health Unit Coordinator interview questions for Behavioral interview:

#### Answer:-

- \* If you weren't working in this industry, what would you be doing?
- \* What qualities would you look for if hiring someone?
- \* What can I do for you?
- \* This job means you will have to relocate, what problems do you foresee, if any?
- \* Have you written any articles for a professional journal, magazine, or newspaper?
- \* How do you continue learning on a daily basis?
- \* What's the most important thing you've learned in life?

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### Question # 17

Video Based Health unit coordinator interview questions:

#### Answer:-

- \* Where do you see yourself in five years time?
- \* Situation in which you had to arrive at a compromise.
- \* What would you say are your strong points?
- \* Give me an example that best describes your organizational skills.
- \* How have you changed in the last five years?

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### Question # 18

Health Unit Coordinator interview questions for Panel job interview:



### Answer:-

- \* Do you prefer to work independently or on a team?
- \* What kinds of situations do you find most stressful?
- \* Give me an example of when you involved others in making a decision.
- \* What motivates your best work?
- \* What kind of personality do you work best with and why?
- \* Tell me about the most effective presentation you have made.
- \* Give an example of a time you successfully worked as Health Unit Coordinator on a team.

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### Question # 19

Strengths and Weaknesses Based Health unit coordinator interview questions:

### Answer:-

- \* List five words that describe your character.
- \* What assignment was too difficult for you?
- \* What do you believe are your key strengths?
- \* Who else have you applied to/got interviews with?
- \* Time when you made a suggestion to improve the work.

It is meant to see whether or not you'll speak poorly of an employer. Always focus on the positive reason such you were seeking the opportunity to expand your career opportunities.

The best strategy for effectively answering these tough Health unit coordinator interview questions is to prepare for it.

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### Question # 20

Phone Based Health unit coordinator interview questions:

### Answer:-

- \* What do you feel is the best educational preparation for this career?
- \* How well did your college experience prepare you for this job?
- \* What is your greatest achievement outside of work?
- \* Tell me about yourself.
- \* When were you most satisfied in your job?

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### Question # 21

Difficult Health Unit Coordinator Job Interview Questions:

### Answer:-

- \* Tell me about a time you had too many things to do at the same time. How did you manage without losing your patience?
- \* Recall a time you had a conflict with someone in your team. How did you handle it?
- \* Give an example of a time you felt a sense of fulfillment as part of your job

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### Question # 22

Competency Based Health unit coordinator interview questions:

### Answer:-

- \* Tell me about an important goal that you set in the past.
- \* How would you describe the experience of working here?
- \* What are three positive things your last boss would say about you?
- \* Why did you decide to pursue this career?
- \* What was the most stressful situation you have faced?

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### Question # 23

Health Unit Coordinator interview questions for Phone interview:

### Answer:-

- \* What concerns do you have about this job?
- \* What do you expect to be earning in five years?
- \* Why did you choose our company?
- \* What types of people do you get along with and why.
- \* What do you prefer: recruitment or selection?
- \* Why haven't you found a position before now?
- \* What's the most important thing you learned in school?

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### Question # 24

Communication skills Based Health unit coordinator interview questions:

### Answer:-

- \* What do you see yourself doing within the first days of this job?
- \* Do you have the qualities and skills necessary to succeed in your career?



- \* What irritates you about other people?
- \* What type of work environment do you prefer?
- \* Describe a recent unpopular decision you made.

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### Question # 25

Health Unit Coordinator interview questions for General job interview:

#### Answer:-

- \* What changes would you make in your college or university?
- \* What will your last supervisor tell me are your two strongest areas?
- \* What college subjects did you like best? Why?
- \* Which areas of your work are most often praised?
- \* What is the next step in your career?
- \* What can I do for you?
- \* What is your definition of intelligence?

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### Question # 26

Situational Health unit coordinator interview questions:

#### Answer:-

- \* What would make you happy in a job?
- \* What do you think, would you be willing to travel for work?
- \* What is the difference between a good position and an excellent one?
- \* What have you been doing since your last job?
- \* Have you ever had difficulty working with a manager?

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### Question # 27

Behavioral Health unit coordinator interview questions:

#### Answer:-

- \* What have you learned from mistakes on the job?
- \* What can you do for us that other candidates cant?
- \* What kind of personality do you work best with and why?
- \* Has anything ever irritated you about people you've worked with?
- \* What kinds of situations do you find most stressful?

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### Question # 28

Our field Health Unit Coordinator is always changing. As such, what have you done with regards to personal development when it comes to a HEALTH UNIT COORDINATOR POSITION in the last 12 months?

#### Answer:-

That is a really great question. While I haven't had the opportunity to develop within this particular role per se, I have actually become very involved in my local foodbank this year. This has taught me a great deal about community, teamwork, and taking initiative. I took it upon myself to enroll in a summer business admin course at the local community college. Through this, I picked up some really great knowledge on communication and teamwork, as well as further develop overall managerial skills. Though it may not be directly applicable to this particular job, I believe the overall experience I gained could be a real asset here.

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### Question # 29

Do you know nature of the Work as Health Unit Coordinator?

#### Answer:-

The work a health unit coordinator does is primarily office based. Most work involves paperwork, scheduling, and working to handle a variety of different clerical duties. However, additional duties may exist depending upon the specific employer you find work with. Nearly any health facility in the country will employ at least on health unit coordinator, and many employ multiple HUCs. Potential locations for employment include hospitals, nursing homes, medical clinics, insurance companies, private physician practices, public health clinics, rehab centers, and more. As such, finding employment in the field is a fairly straightforward process that yields results quickly.

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### Question # 30

Why do you want to work in this industry as Health Unit Coordinator?

#### Answer:-

I've always loved the health care industry, but my interest in nursing really started when I volunteered at a neighborhood clinic. I knew our department capabilities were amazing but that the staff could practice better patient care. So I worked with management to come up with a strategy that increased our patient satisfaction rates by 25% in a year. It was great to be able to contribute positively to an industry I feel so passionate about, and to help promote a clinic I really believed in.

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### Question # 31



Tell me what Are Your Healthcare Career Goals?

**Answer:-**

In 10 years, I see myself as a nurse practitioner. I would like to attend school at night and on weekends while I work. I enjoy working in med-surg right now, but I would like to end up in pediatrics eventually. I imagine that I will continue my work as a radiologic technologist for at least 5 more years. I love the field of radiology and would like to move up in the field either through expanding my education or gaining on-the-job experience. I would like to challenge myself by taking a leadership role, perhaps the head of a department, one day while still maintaining a clinical role working with patients.

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**Question # 32**

Tell me what have you learnt from your past mistakes in the role of a health unit coordinator?

**Answer:-**

Last year the department was given a task of disinfecting all rooms using a new sanitizing technique and I allocated duties to all staff members accordingly. One of them did not perform the additional duty too well so I distributed his duties among the rest of the staff who had performed well. Later I realized my mistake; not only other employees complained about being over-burdened but also the employee who had refused developed a habit of walking out on duties. Next time I was required to allot extra duties, I assigned him his part of the extra work and explained to him that his job will not be done by any of the other workers at any cost. I asked him to work extra hours in case he was unable to complete assigned tasks on time.

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**Question # 33**

Tell me when Were Your Most Satisfied in Your Job?

**Answer:-**

I really enjoyed working with patients and providing care. I especially liked working with elderly patients because they can teach you so much. When I was promoted to DON, I was particularly satisfied at work. I felt that I had worked diligently on the med-surg floor for 10 years and the promotion was well-deserved. I also enjoyed the challenge of supervising my fellow nurses, though I always tried to remain a peer rather than an authority figure.

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**Question # 34**

I'm curious, how did you come to find out about our company and what do you know about us?

**Answer:-**

This can be a great way to stand out from other applicants and demonstrate initiative. Almost every company will have a website, Facebook page, Instagram account, or some sort of digital footprint. Spend a bit of time doing some online research:

- \* If they have a website, check out their "About us" or "Culture/Mission/Vision" pages.
- \* Who are some of the principal people who work there? Who are the founders?
- \* What sorts of things does this company care about? Do they donate to a particular cause or charity? Which one(s)?
- \* What are their core values? Which of their core values resonate with you?
- \* Has the company been in the news recently or have they won any awards (Social Media can be a great place to find this information).

While your interviewer won't expect you to have in-depth company history, a little here can go a long way.

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**Question # 35**

Explain a Time You Worked with Someone You Did Not Get Along With?

**Answer:-**

I used to lock heads with a fellow nurse in the INCU ward. We disagreed over many things - from the care of patients to who got what shifts to how to speak with a child's family. Our personalities did not mesh. After 3 months of arguing, I pulled her aside and asked her to lunch. At lunch, we talked about our differences and why we did not get along. It turns out, it was all about communication. We communicated differently and once we knew that, we began to work well together. I believe that talking a problem through with someone will help solve the issue.

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**Question # 36**

What are your salary expectations as Health Unit Coordinator?

**Answer:-**

Many consider this question to be a loaded gun - dangerous in the hands of the inexperienced. Often times, an interviewee will start talking salary before they've had an opportunity to illustrate their skill set and value making any sort of leverage valueless. Here, knowledge is power, as salary often comes down to negotiation. Do some research into your industry to establish base rates of pay based on seniority and demand but keep in mind - your employer is hiring you for what they believe you are worth, and how much benefit they feel you will provide.

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**Question # 37**

Do you know what are the main responsibilities of a Health Unit Coordinator?

**Answer:-**

A health care unit coordinator is mainly responsible for ensuring delivery of high quality patient care, compiling patient's demographics and data related to services delivered for billing and maintaining patient case files.

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**Question # 38**



Why should we hire you as Health Unit Coordinator?

**Answer:-**

You should hire me because my profile is in exact synchronization with your job demands and additionally, I bring hands-on experience in implementing satisfactory health unit SOPs along with proven team coordination skills.

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**Question # 39**

What is your biggest weakness as Health Unit Coordinator?

**Answer:-**

I am a perfectionist. I like my work done in an excellent manner and it annoys me when my team members are not performing up to the mark. However I usually overcome this weakness by briefing them regularly on how to maintain high standards of patient delivery service at the hospital.

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**Question # 40**

Tell me what are your three strengths that have helped you in this role?

**Answer:-**

I believe the three strengths that have helped me in this role are effective communication skills, organization and time management.

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