

# Hire Remote Staff Effectively

A Proven Framework for Finding and Securing High-Performing Remote Medical Support Staff

## 01 Define the Role Clearly

- Outline responsibilities, tools required, and expected work hours
- Determine time zone expectations and EMR experience needs
- Tip: Include a "Tech Requirements" section in the job post so unqualified candidates self-select out

## 02 Source from the Right Channels

- Use niche job boards and staffing partners with a healthcare or remote work focus
- Include screening questions on applications (e.g., EMR experience, call volume comfort level)
- Prioritize platforms where applicants are vetted (e.g., LinkedIn, WFH-specific networks, industry referrals)
- Optional Add-On: Use a skills test to filter candidates before scheduling interviews

## 03 Screen for Remote Readiness Early

- Look For:
  - Prior experience in a remote or hybrid role
  - Comfort using scheduling software, VPNs, and telehealth platforms
  - Ability to self-manage and troubleshoot basic tech issues
- Ask Questions Like:
  - "Tell me about a time you managed a full patient schedule remotely."
  - "What do you do when your system or internet goes down mid-shift?"

## 04 Focus on Communication Skills in the Interview

- Roleplay a common patient call to evaluate tone, clarity, and empathy
- Watch for red flags like multitasking during the call or reading scripts robotically
- Evaluate written communication (email follow-up, chat responses, EMR notes) for tone and accuracy

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## 05 Verify Fit Through Trial Projects

- Give top candidates a short test project (e.g., mock scheduling scenario, intake call simulation)
- Score on accuracy, speed, tone, and documentation
- Use this to see how they operate under minimal supervision

## 06 Standardize Your Hiring Workflow

- Build a repeatable process:
  - application > screening > video interview > roleplay > skills test > reference check
- Use a hiring rubric to minimize bias and ensure consistency
- Document reasons for both hire and pass decisions to strengthen future recruiting

## Key Tools for Remote Hiring

- Job Description with Clear Scope and Tech Requirements
- Pre-Interview Screening Questionnaire
- Structured Interview Guide with Roleplay Prompts
- Skills Assessment or Trial Project
- Remote Communication Rubric
- Reference Check Template

