

## Part II. Core Competencies

### Administrative Assistant, cont.

	4	3	2	1	N/A
Tactfulness with patients					
Arrival time / departure time					
HIPAA compliancy					
Completion of daily work assignments					
Balancing money					
Obtaining specialist referrals / precertifying procedures					
Tone of voice on phone & with patients					
Neatness of work area					
Returning patient phone calls					
Computer skills					
Follow through on assignments					
Efficiency					
Assisting co-workers					
Multi-tasking					
Accuracy					
Knowledge of how job affects others					
Dependability					
Attendance					
Determine solutions to patient questions					
Maintain good rapport with returning patients					
Professionalism					
Attitude					
Answer phone in timely manner					
Communication with doctor					
Triaging phone calls to appropriate person					
Team player					
Managing doctor's schedule(s)					
Handling constructive criticism					
Brainstorming new ideas					
Adapting to change					
Initiative					
Problem solving					
Resourcefulness					
Written skills					
Stress tolerance					
TOTAL					