

# Pharmacist

## Interview Questions & Rubric

This guide provides structured interview questions and a scoring rubric to help evaluate candidates for pharmacist roles. The questions are grouped by competency areas on clinical skills, communication skills, professionalism, and alignment with the organization's mission and values. Responses will help assess each candidate's qualifications, fit for the role, and potential to contribute to high-quality patient care and team-based practice.

### CLINICAL KNOWLEDGE AND APPLICATION QUESTIONS

- Can you describe a time when you had to use your clinical knowledge to solve a complex medication-related problem?
- How do you stay current with the latest pharmacy updates? i.e., new medications, new guidelines
- Describe a situation when you used your research skills as a pharmacist?
- Patient communication
- How do you handle a situation where a patient is non-compliant with their medication regimen?
- Explain a situation when you didn't meet a customer's expectations. What happened, and how did you handle the situation?
- Share an experience where you went above and beyond for a patient.

### TEAM COLLABORATION

- Describe an experience where you worked as part of a healthcare team. What was your role, and how did you contribute to the team's success?
- What would you do if a general practitioner or consultant prescribes a medication that you think is inappropriate for a patient? How do you discuss the potential drug interaction or potential adverse effect?
- How would you handle a technician who is not completing their tasks on time or is consistently inaccurate?

### REGULATORY COMPLIANCE

- How do you ensure compliance with pharmacy laws and regulations in your practice?
- How do you stay updated on changes in pharmacy laws and regulations?

- What do you think are the most significant challenges in maintaining regulatory compliance in a busy pharmacy?

## **TECHNOLOGY AND INNOVATION**

- Can you discuss a time when you used technology or innovative practices to improve pharmacy operations or patient care?
- If a key piece of pharmacy technology went down, how would you manage the workflow and minimize disruption to the patients?
- Describe a situation where a new technology (or procedure) was introduced that significantly changed your daily tasks. How did you adapt, and what did you do to help your team through the transition?

## **HANDLING STRESSFUL SITUATIONS**

- Describe a stressful situation you encountered in your work and how you managed it.
- How do you manage multiple priorities, i.e. two customers who require your immediate assistance?
- Tell me about a time when you faced a problem at work. How did you solve it?

## **ETHICAL DECISION-MAKING**

- Give an example of a difficult ethical decision you had to make in your role.
- What would you do if you witnessed a colleague making a mistake that could harm a patient?
- How do you prioritize patient safety while maintaining efficiency?

## **ACCURACY**

- Tell me about a mistake you made while working. How did you respond?
- Tell me about a time you uncovered an error made by another pharmacist. How did you respond?
- How do you ensure accuracy in completing your work?

## **EMPLOYEE MANAGEMENT**

- How do you manage two technicians whose dispute affects customer service/patient care?
- How would you address a team member who is not following standard operating procedures?
- Tell me about a time you had to train or supervise junior staff members or pharmacy technicians. How did you approach the training?

## BUSINESS

- What role do you feel the pharmacist plays in this organization's success?
- What do you believe is the key business aspect of a pharmacist's job?
- Can you describe a time when you reduced expenses for your employer?

## OTHERS

- Why did you choose a career in pharmacy?
- Why did you become a pharmacist?
- Tell me about your experience as a pharmacist.

## PHARMACIST INTERVIEW RUBRIC

- **Excellent (4 points):** Provides a detailed account of experiences and includes specific examples. All responses are in line with departmental standards of conduct.
- **Good (3 points):** Describes relevant experiences with a few examples. Most responses are in line with departmental standards of conduct.
- **Average (2 points):** Mentions basic experiences but lacks specific details or examples. Some responses are not in line with departmental standards of conduct.
- **Poor (1 point):** Lacks understanding or gives a vague response with little to no detail on accuracy or procedures. Expresses responses that are violations of departmental standards of conduct.

## TIPS FOR USING THE RUBRIC

- **Consistency:** Use the same rubric for all candidates to ensure a fair evaluation process.
- **Examples:** Look for specific examples in candidates' responses to gauge their experience and problem-solving abilities.
- **Depth of Knowledge:** Evaluate not only what the candidates know but how they apply their knowledge in real-world scenarios.
- **Adaptability:** Feel free to adjust the questions and rubric based on the specific needs of your pharmacy and the role you're hiring for.

# Pharmacist Interview Rubric

Candidate Name: \_\_\_\_\_

Date: \_\_\_\_\_ Interviewer: \_\_\_\_\_

QUESTION RESPONSES					
Question Categories	Excellent (4 Points)	Good (3 Points)	Average (2 Points)	Poor (1 Point)	Notes
Clinical Knowledge					
Patient Communication					
Team Collaboration					
Regulatory Compliance					
Technology and Innovation					
Handling Stressful Situations					
Ethical Decision Making					
Accuracy					
Employee Management					
Business					
Other					
<b>Totals:</b>					<b>Final Score:</b>