



**Medical Coder / Billing Clerk - 30
Assessment Report**

**Candidate:
John SamplePerson**

**Date:
04/10/2024**

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Username: RESOGSCN0001

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The following information is a feedback report based on the results of validated psychological assessment dimensions. Depending on the sections included in the test battery, there may be multiple pages of explanatory information. Please review thoroughly for the best overall interpretation of your candidate's scores.

PERSONALITY TRAITS

The profile below summarizes key results in each area compared against general population norms (indicated by the descriptors Low, Below Average, Average, Above Average, and High) and with norms for high performers in the type of job for which the candidate is applying (designated by the shaded areas). The candidate's score is indicated by the diamond symbol: ◆

	Low	Below Average	Average	Above Average	High
AGREEABLENESS		◆			
COMFORT WITH PROCEDURE				◆	
CONSCIENTIOUSNESS			◆		
CUSTOMER SERVICE			◆		
EMOTIONAL STABILITY / RESILIENCE				◆	
FLEXIBILITY	◆				
INTEGRITY			◆		
OPTIMISM / ENTHUSIASM			◆		
ORDERLINESS				◆	
PREFERENCE FOR A QUIET JOB		◆			
TEAMWORK			◆		

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APTITUDE SCORES: Reported as Percentile

	PERCENTILE RANGE									
	0-10%	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	Top 10%
Perceptual Speed And Accuracy									X	

Aptitude Raw Scores

	Total Correct	Total Attempted	Total Questions
Perceptual Speed and Accuracy	116	124	150

Explanation of Aptitude Scores In This Table:

The aptitude scores in this table reflect percentile rankings -- not percent correct on the test. For example, if a person scores 80-89%ile on a specific test in this report, it means that they scored at least as well or better than 80-89%ile of the norm group, but not as high as about 10-20%ile of the norm group. So, higher scores are better than lower scores.

The **Overall Cognitive Aptitude** is an average score (an average for the standardized scores) for all of the separate aptitude tests given to this candidate.

The lower the Overall Cognitive Aptitude score, we predict that the candidate will have difficulty learning new information and making decisions. For example, if they are well experienced in their occupation, they may be able to continue to perform well practiced tasks adequately, but have difficulty learning new things. As such, they will need additional training time and more support from supervisors. People who produce lower Overall Cognitive Aptitude scores generally prefer tasks that call for specific responses rather than ones requiring insightful solutions. They are also slower in processing information and are often easily overwhelmed by complex problems, especially ones they have not dealt with before.

The higher the Overall Cognitive Aptitude score, the more we predict that the candidate will learn quickly, pick up a lot of new information on their own without needing to be trained, handle a large information load easily, make decisions in an efficient manner, and show a great deal of insight about how to solve new and complex problems.

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PERSONALITY TRAIT INTERPRETATION

Strengths:

- John is typically conscientious, dutiful, and rule-following. He has fairly good follow-through and usually performs his work in a reliable manner consistent with established procedures.
- Moderately trustworthy and conscientious in the way he does his work, he also uses a fair amount of his own judgment in determining when and how he will carry out his job responsibilities and commitments.
- Being in a service role is generally acceptable to John, but he will probably need additional development to be able to appropriately handle frustrating situations with your client population.
- With good control over his emotions, he can handle most forms of job strain. When subjected to normal pressures on the job, he keeps his composure and does not let stress undermine his performance.
- He is very respectful of traditional ways of doing things. John adheres to convention and is most comfortable with the status quo at work.
- Although fairly optimistic in his outlook most of the time, he is not naïve or unrealistic. He tempers his positive expectations with an awareness of the potential for problems and difficulties.
- Methodical and systematic in the way he organizes and carries out tasks and assignments, John is usually concerned with doing things correctly and in an orderly manner on his job.
- John likes a balance of independent and interdependent work. He can work closely with others, but he can also switch gears and function well on his own.

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Developmental Concerns:

- Sometimes disagreeable and difficult to get along with, co-workers may see him as argumentative or divisive.
- Perhaps not as consistently conscientious and dependable as others who hold this job, he may need to perform job tasks, duties, and assignments in a more reliable manner that others can consistently count on.
- When it comes to patient satisfaction, John probably follows standard procedures, but may balk at going out of his way to address special client needs or requests.
- He needs to guard against relying too heavily on what he already knows and is familiar with. Co-workers will probably get annoyed with him for being inflexible and rigid.
- John registered an average score on the integrity measure. Although this is not an unacceptable score, he should be given a careful orientation to company rules and policies, including a thorough explanation of how ambiguous situations are to be handled to maintain honest, ethical business practices.
- John is likely to be unhappy in a working environment where social contacts are minimal. He will probably develop more dissatisfaction with the job as time goes on, thus setting him up for being pulled away to another job that fits his style better.
- John may occasionally need to do more to work with others in a mutually supportive, cooperative manner. Teamwork could be a higher priority for him, especially in work settings requiring a high level of interdependence.

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INTERVIEW QUESTIONS

After reviewing the assessment results for this candidate, you may want to conduct a structured interview to further explore and clarify some specific concerns. The interview questions listed below reflect areas of concern raised by the assessment results. You should keep asking questions until you have gained confidence in your assessment of the candidate. You can use some or all of these questions when interviewing the candidate. You will probably want to customize these questions to best fit your style and what you already know about the candidate as well as the job for which s/he is being considered. Most of these are behavioral description items which ask the candidate to describe specific behavior on the job. Some additional probes which you might want to use with individual questions are:

- * When did this take place?
- * What factors led up to it?
- * What were the outcomes?
- * What did others in the organization say about this?
- * How often has this type of situation arisen?
- * How would you handle it differently in the future?

AGREEABLENESS

- Tell me about a project that required everybody to get along smoothly and harmoniously . What did you do to help promote harmony and cohesion?
- Sometimes it is good to question or challenge the ideas or decisions of the people you work with, even if it leads to disagreement or an argument. Tell me about a time when you have done so.
- Describe a situation where you took a stand on something that was not necessarily popular with other people, but where you felt it was the correct thing to do?
- Tell me about a situation where you went along with the group (or with individual coworkers) just to keep the peace, preserve harmony, or show support, even though you did not agree with them.
- Conflict seems to be inevitable in most work settings as business competition increases and more demands are made on all employees. Tell me about an conflict or disagreement you had with another employee? [Probes: What was the nature of the problem? What did you do to help resolve it? How often has this occurred?]

CONSCIENTIOUSNESS

- Describe a time when you have taken a shortcut or bypassed some steps at work to get something done quicker, better, or more efficiently.
- Flexibility is important in many jobs. Describe a situation where it would be advantageous to bend or ignore a company rule or policy to improve job effectiveness .
- Describe how you deal with situations where the best course of action is not covered by company policies and procedures.
- Describe a situation where you feel that organizational bureaucracy or red tape made your job difficult or significantly slowed you down.

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FLEXIBILITY/ADAPTABILITY

- Tell me about a time you have had to adapt the way you tried to deal with a problem to solve it more effectively.
- Describe the kinds of adjustments you have had to make when an old way of problem-solving would not work. What changes did you make? How were these more effective than previous methods?
- Tell me about a situation where there has been a shortage of resources or equipment available to you and you have had to improvise and make do with what you have to solve a problem or complete a task.
- Describe the most recent new job-related method, procedure, or technique you learned and how you felt about learning it. [Probe for when and how often this occurred.]

INTEGRITY

- What would you do if you discovered that a coworker had been taking home office supplies without permission and without telling anyone?
- Under what conditions would it be acceptable to ignore or bend a company rule or policy?
- Describe what you would do if your boss asked you to keep quiet about some data he or she was falsifying for the annual company report.
- Under what circumstances would it be OK to claim a sick day (even though you were not sick) to deal with a personal problem at home?

TEAMWORK

- Describe some ways that you have helped a group of coworkers achieve an important goal or outcome.
- Tell me about a time when you needed to work collaboratively with another department or group to achieve a common goal.
- It is hard for some people to work independently. Describe how easy or difficult it is for you to work independently or carry out assignments where you don't consult with others.
- Give some examples of ways that too much emphasis on teamwork in a company can lead to a lowered effort by individual employees or a loss of individual initiative.