

# IT Director/Manager Interview Questions:

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These questions were developed to help understand potential IT candidates understanding for telehealth services and their background in managing a network that includes telehealth as part of the service offerings.

1. Describe your experience working with or managing a converged network that incorporates voice, video and data.
2. Describe and justify the network priorities you would establish for voice, video and data.
3. Describe the process you would use to trouble-shoot a video-call that is having connectivity difficulties.
  - a. How would the process change if the event involved a patient/client actively receiving care (services)?
4. How would you prioritize (or balance) the security of your local internal network with the needs of providers, patients and others to have access to resources such as videoconferencing (system-based or web-based) external to this network?
5. What kinds of technical and human resources would be needed to support videoconferencing connections to locations outside of this organization?
  - a. What if those locations also included patients' homes?
6. Have you ever worked in an organization that provided telehealth services?
  - a. (Yes) What were the main challenges you (or your department) encountered?
  - b. (No) Are you familiar at all with what telehealth/telemedicine is?
    - i. What do you see as the potential for telehealth in an organization like ours?