

INSTRUCTIONS:

Chapter 10 LETTER assignment

General steps can be found on page 215 of textbook possibly in workbook too.

Assignment 10-4 “composing an Electronic Patient Letter”

We are NOT using Practice Fusion EHR for this as I don't think we have access to the templates anyway. But we are using WORD or PAGES (depending on your computer) to find a template.

1. Find a BUSINESS LETTERHEAD template using Word or Pages. There are lots of templates available when you open a NEW document in Word it comes up with templates too, you have to search for Business, then look through those to find a letterhead.
2. When you select a letterhead style, go in and change the NAME of the business to the Doctors practice “BWW Medical Associates, P.C” and the address given in examples on page 202 (figure 10-8) you can make this fancy if you wish as part of the business letterhead and style. If you chose a template that has a FOOTER you can alter that also to contain relevant information about the practice if you wish.
3. Type up a letter.
 - a. This is a “Confirmation of first appointment” type letter. It can follow a “welcoming style” to introduce the patient to the practice but ALSO must include a date and time etc for the first appointment that has been scheduled for the patient.
 - b. FULL BLOCK STYLE – follow the protocol (greeting, RE:, address, signature etc)
 - c. A type of font that is businesslike and not too small! (10 or 12 pt depending on font)
 - d. Don't forget paragraphs to make reading easier.
 - e. INVENT a name of a patient and address.
 - f. INVENT a date/time and timeframe (20 minute appointment, or hour appointment etc)
 - g. Mention that the patient must either complete **enclosed** patient registration paperwork **or** encourage them to **log on** to the practice “portal” and complete registration paperwork there. Include the WEBSITE address and details of how to register or where to find the paperwork (again INVENT this! Think of sites you have been on before and consider the step – by-step instructions that you would want to have)
 - h. Remind them of when to arrive for their appointment.
 - i. Remind them of any “cancellation” or “rescheduling policy” you may have and numbers to call.
 - j. Be polite and sign off accordingly using nice language.
 - k. Remember this will be signed by someone else with your initials as the person preparing it and there are enclosures.

- I. SPELLCHECK and read it through for grammatical errors and do another spellcheck for yourselves using a dictionary – I do not want to see errors in spelling (LOOSE instead of LOSE or WITCH instead of WHICH for example) both of those will not be picked up by automated spell check. If you don't know which one to choose, LOOK IT UP!

4. SAVE this letter with a name that is showing the assignment chapter and what it is.
5. SAVE IT AGAIN as a PDF format document. That way the letter still looks good after uploading and is not messed up. Talk with each other if you don't know how to do that.
6. Upload or attach it to the DROPBOX in D2L **by the date given in the calendar.**
7. We will be uploading this to the EHR system later on so keep a copy on your desktop where you can find it easily.