



Handbook of Medical Office Communications: Effective Letters, Memos, and E-Mails

Kay Stanley

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This must-have book is designed to provide a handy resource for achieving a level of excellence for both external (patient-related) and internal (employee-related) communication. Remembering that the physician's practice is a busy place with many people coming and going about their work, this resource will simplify the process by setting up standards that are logical and samples that are easy to use. Chapters illustrate how to compose letters and memos faster by following proven techniques for planning, organizing, formatting, writing, and editing the most frequently used documents in the medical practice. The accompanying CD-ROM provides templates (in Microsoft Word format) for many of the documents featured throughout the book. In no time at all you can adapt and customize them to create a complete toolbox of virtually all your organization's correspondence.

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