

Name _____ Date _____ Score _____

**PROCEDURE 7-1. COMPOSE PROFESSIONAL CORRESPONDENCE USING ELECTRONIC TECHNOLOGY:
COMPOSE A PROFESSIONAL BUSINESS LETTER**

MAERB/CAAHEP COMPETENCIES: V.P.8.

ABHES COMPETENCIES: 7.a., 7.b.

TASK: Compose a professional letter using technology

EQUIPMENT AND SUPPLIES:

- Computer with word processing software and printer
- Paper or letterhead paper
- #10 Envelope
- Patient's health record

Standards: Complete the procedure and all critical steps in _____ minutes with a minimum score of 85% within three attempts.

Scoring: Divide the points earned by the total possible points. Failure to perform a critical step, indicated by an asterisk (*), results in an unsatisfactory overall score.

Time began _____ **Time ended** _____ **Total minutes:** _____

Steps	Possible Points	Attempt 1	Attempt 2	Attempt 3
1. Obtain the intended recipient's contact information and determine the message to convey to the recipient.	5	_____	_____	_____
2. Using the computer and word processing software, compose the letter using one of the three business letter formats. If using blank paper, create a letterhead in the header of the document and include the clinic's name, street address or Post Office box, city, state, and zip code.	10	_____	_____	_____
3. Type the date in the correct location using the correct format. Have one blank line between the date line and the last line of the letterhead.	5	_____	_____	_____
4. Type the inside address using the correct spelling, punctuation, and location for the information. Leave one to nine blank lines between the date and the inside address, depending on the location of the body of the letter.	10	_____	_____	_____
5. Starting on the second line below the inside address, type the salutation using the correct format.	5	_____	_____	_____
6. Type the message in the body of the letter using the proper location and format. There should be a blank line after the salutation and between each paragraph. The message should be clear, concise, and professional. Use proper grammar, punctuation, capitalization, and sentence structure.	10	_____	_____	_____

Steps	Possible Points	Attempt 1	Attempt 2	Attempt 3
7. Type a proper closing, leaving one blank line between the last line of the body and the closing. Use the correct format and location.	5	_____	_____	_____
8. Type the signature block using the correct format and location. If the typist is preparing the letter for a physician, the typist will also need to include a reference notation. There should be four blank lines between the closing and the signature block.	10	_____	_____	_____
*9. Spell-check and proofread the document. Check for proper tone, grammar, punctuation, capitalization, and sentence structure. Check for proper spacing between the parts of the letter.	10	_____	_____	_____
10. Make any final corrections. Print the document on letterhead or on regular paper on which you inserted the letterhead.	5	_____	_____	_____
11. Address the envelope either using the computer and word processing software or with a pen following the correct format. After addressing the envelope, give the letter with the envelope attached to the provider to review and sign.	10	_____	_____	_____
12. File a copy of the letter in the paper medical record or upload an electronic copy of the letter to the EHR.	10	_____	_____	_____
13. Fold the letter using the correct technique and place in the envelope.	5	_____	_____	_____

Comments:

Points earned _____ **÷ 100 possible points = Score** _____ **% Score**

Instructor's signature _____