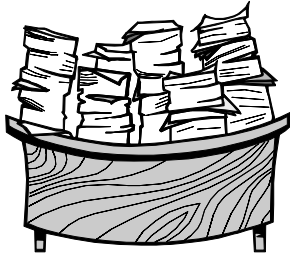
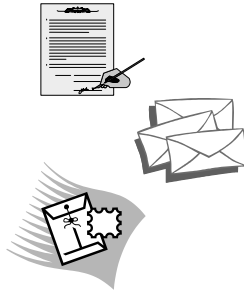


MANAGING CORRESPONDENCE & MAIL



CORRESPONDENCE SUPPLIES

- Letterhead
- Watermark
- Envelopes
 - No. 10
 - No. 6
 - Tan Kraft
 - Padded



WRITTEN CORRESPONDENCE

- Parts of a letter:
 - Dateline
 - Inside Address
 - Courtesy title
 - Numerals
 - Abbreviations
 - State abbreviations
 - California - CA

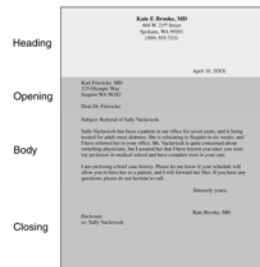
Figure 7.7
Elements of a Business Letter
The standard elements of a formal business letter are the heading, the opening, the body, and the closing.

Heading	<p style="text-align: center; margin: 0;"> Kate F. Braska, MD 406 W. 21st Street Spokane, WA 99201 (509) 325-1212 </p>
Opening	<p style="text-align: right; margin: 0;">April 10, 201X</p> <p>Karl Francisco, MD 211 Chicago Way Dear Dr. Francisco:</p>
Body	<p style="font-size: small; margin: 0;"> Subject: Referral of Sally Vachelsch Sally Vachelsch has been a patient in our office for several years, and is being referred for child abuse evaluation. She is requesting to be referred to you directly, and I have referred her to your office. Ms. Vachelsch is quite concerned about continuing education, but is worried that she'll have trouble getting you when you graduate in medical school and have complete trust in your care. If you're enclosing a brief case history. Please let me know if your schedule will allow you to have her as a patient, and I will forward her files. If you have any questions, please do not hesitate to call. Sincerely yours, _____ [Signature] </p>

PARTS OF A LETTER

- Attention line
- Salutation
- Subject line
- Body
- Complimentary closing
- Signature block
- Identification line
- Notations

Figure 7.7
Elements of a Business Letter
The standard elements of a formal business letter are the heading, the opening, the body, and the closing.



LETTER FORMAT

- Margins
- Body
- Sentence length
- Paragraph length



LETTER STYLES

- Full block
- Modified block
- Modified block with indented paragraphs
- Simplified



Figure 7.8
Business Letter Formats

(a) Block style sets all lines flush with the left margin. (b) Modified block shows all lines beginning flush with the left margin except the date, complimentary closing, and the signature line. (c) The simplified block format follows the block style but drops the salutation and the closing.



EFFECTIVE WRITING

Tone

Purpose

Concise

Clarity

Voice



EDITING & PROOFREADING

- **Editing**

- language useage
- content

- **Proofreading**

- formatting errors
- data errors
- mechanical errors

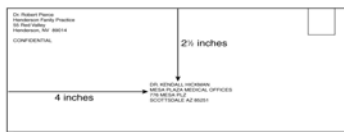


PREPARING OUTGOING MAIL

- Signatures
- Preparing envelopes
 - address placement
 - address format
- Folding & inserting mail



Figure 7.5
Address Placement for Standard Envelopes
 (a) The correct placement for an address on a No. 10 business envelope. Note the position of the "confidential" direction.
 (b) The correct placement for an address on a No. 6 envelope. Note that the attention line is the first line of the address.

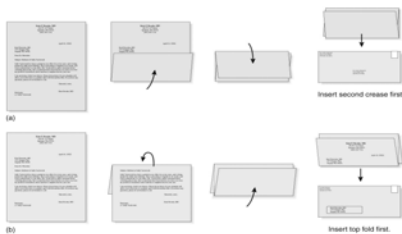


(a)



(b)

Figure 7.4
Folding a Document for Insertion in an Envelope
 (a) Folding an 8 1/2 x 11 sheet for a No. 10 envelope. (b) Folding an 8 1/2 x 11 sheet accordion style for a No. 10 window envelope. Always confirm that the address shows through the envelope's window before sealing.



UNITED STATES POSTAL SERVICE

- Postal rates, scales & meters



- Regular mail service:

- First Class
- Fourth Class
- Priority
- Express



SPECIAL POSTAL SERVICES

- Special delivery
- Certified
- Return receipt requested
- Registered mail
- International mail
- Tracing mail



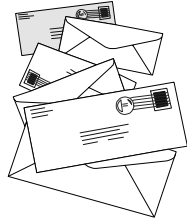
OTHER DELIVERY SERVICES

- United Parcel Services
- Express delivery services
- Messengers



**PROCESSING INCOMING
MAIL**

- Sorting**
- Opening**
- Recording**
- Annotating**
- Distributing**



Standard Memo Format

MEMORANDUM

DATE: Current Date
TO: Recipient's Name
FROM: Sender's Name
SUBJECT: Description of Subject

Figure 7.6
Fax Cover Sheet Template

FAX COVER SHEET

To: _____
Attention: _____
Fax number: _____
Urgent: Yes No
Confidential: Yes No

From:
Physician Name _____
Clinic Name _____
Address _____
Phone _____
Fax _____

Faxed by: _____
Number to call if problems receiving fax: _____
Number of pages, including cover sheet: _____
Comments: _____

**HANDLING DRUG
SAMPLES**



**Proper & effective
management of
correspondence & mail is
essential to promoting a
positive professional office
image.**