

Unit 2 Assignment: Telephone Activity and Business Letter

Unit outcomes addressed in this Assignment:

- Differentiate between verbal and nonverbal communication.
- Identify the reason why listening is advantageous to a health care professional.
- Discuss several of the characteristics of professionalism.
- Discuss the role of the medical assistant's attitude in caring for patients.
- Determine and discuss the source of incoming and outgoing calls to a physician's office.
- Comprehend why courtesy is so important when speaking on the telephone.
- Understand how to manage telephone calls.
- Write a professional business letter.

Course outcome assessed/addressed in this Assignment:

HS210-1: Perform bookkeeping and operational procedures in a healthcare setting.

HS210-2: Use appropriate communication skills in a healthcare setting.

Part I

Patient Mr. Rosen is an established patient. He has been seen for fatigue, shortness of breath on exertion, jaw pain, back pain, dizziness, and light-headedness. After testing it has been determined that he has early stages of coronary heart disease and needs to be seen this week. You will play the part of the Office Manager for Dr. Meyers. Your instructor will play the part of a patient, Mr. Rosen, who is an established patient and has been seen many times in your office. He was seen last Monday for an exam and tests. The test results have come back and he needs to be seen as soon as possible.

Part I Requirements

- You are to call the patient and leave a message to call your office this week.
- Make sure to review how to leave a message for a patient at home.(Read chapter 9)
- Think ahead about what information you will be including in your message.
- Remember you are conducting yourself as if you were a health care professional.
- This is a graded activity.

You are to actually make this phone call to the number given by your instructor. Your instructor will retrieve the messages and grade them.

Scroll down to view the correct telephone number to call.

Please use this phone number to complete the Interactivity Assignment. Please make sure to say your full name, speak clearly, and speak somewhat loud. Our patient is hard of hearing.

Do not shout.

(641)715-3900. **Extension will be provided by your instructor.**

Part II

You left several messages on Mr. Rosen's voicemail to contact the office. However, Mr. Rosen has not returned any of your telephone calls. It is important that you provide Mr. Rosen his lab results, so the next course of action would be to send Mr. Rosen a letter to his home. Prepare a professional business letter to Mr. Rosen informing him that you have tried to contact him on several occasions, and that it is important he contact your office to arrange an appointment, so his lab results can be reviewed with him. Please make sure you include pertinent information in your letter, including the office phone number, hours of operation, etc. Remember, it has been determined that Mr. Rosen has early stages of coronary heart disease and should be seen as soon as possible. Also, make sure your letter adheres to HIPAA requirements. Information on how to write this type of letter can be found in Chapter 13 of your book.

Requirements for Part II:

1. Download the file "HS210 Form_Letter_Template_Unit 2" from Doc Sharing.
2. Write a letter to the patient, **Mr. Rosen**, from you, the office manager at Doctor Blackburn's office, using the following address:
Antonio Rosen
312 Monterey Place
San Marino, CA 91108-1833
3. The letter should be at least one paragraph in length.
4. It must be formatted correctly, following the guidelines for a professional letter.
5. Submit your letter to the Dropbox Unit 2: Assignment. Refer to the Dropbox Guide under the Academic Tools tab for more assistance.

Unit 2 Assignment Grading Rubric = 40 points

Assignment Requirements	Points possible	Points earned by student
Part I		
States full name and office title.	0-3	
States the name of the medical office.	0-3	
States patient name.	0-3	
Telephone call within HIPAA compliance.	0-3	
Office telephone number provided.	0-3	
Telephone message is organized.	0-3	
Appropriate grammar used throughout call.	0-3	
Telephone message tone is positive and professional.	0-3	
Part II		
Business letter is professionally written and contains all pertinent information.	0-10	
Business letter conforms to HIPAA requirements.	0-3	
No issues with spelling or grammar.	0-3	
Total (Sum of all points)	40	
Adjusted total points		
Instructor Feedback:		

