Email Etiquette
Sending professional emails

Parts of an email

· ● ·

HIPAA Compliance
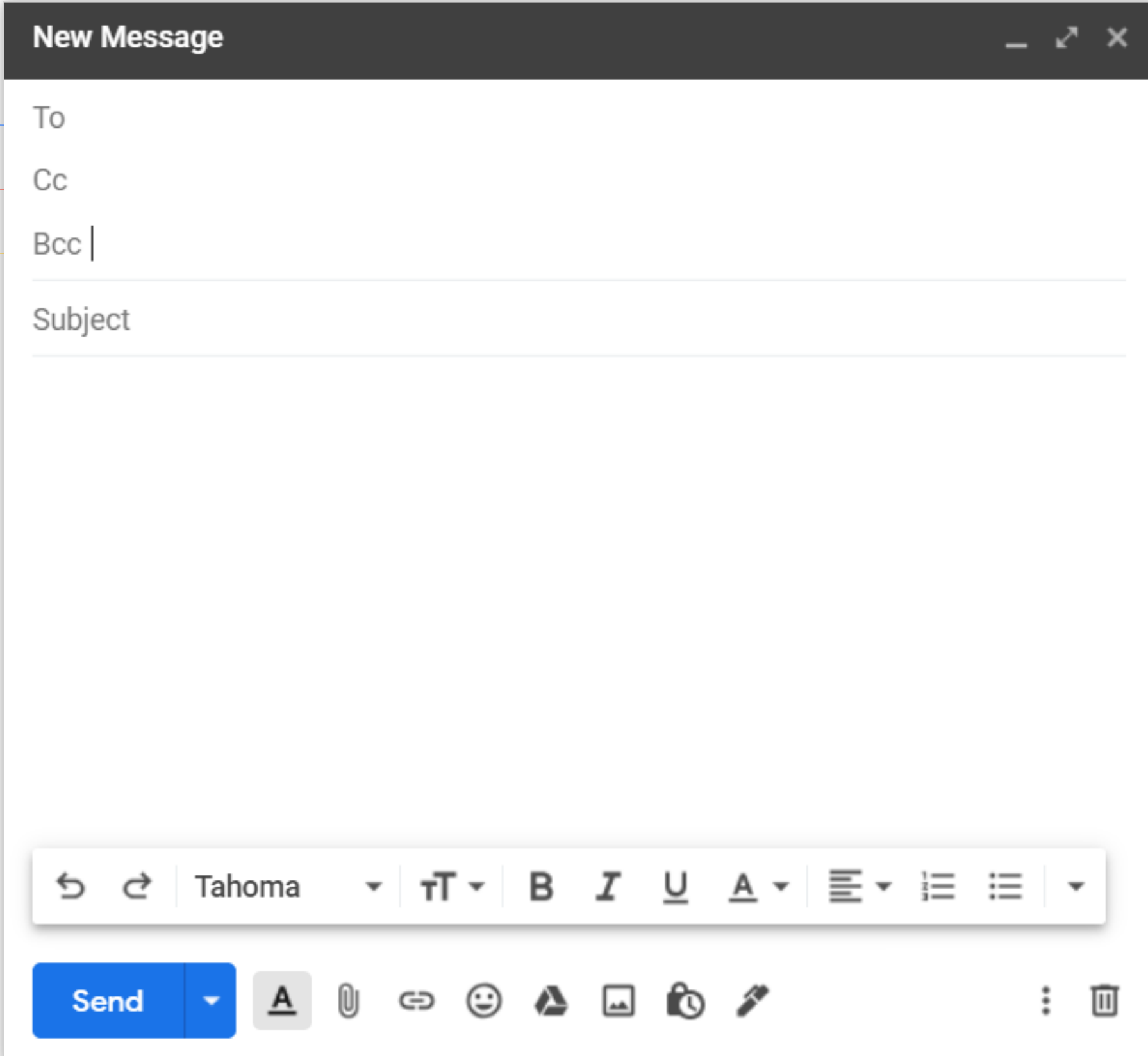
· ● ·

Other Reminders and Do's and Don'ts

Parts of an Email
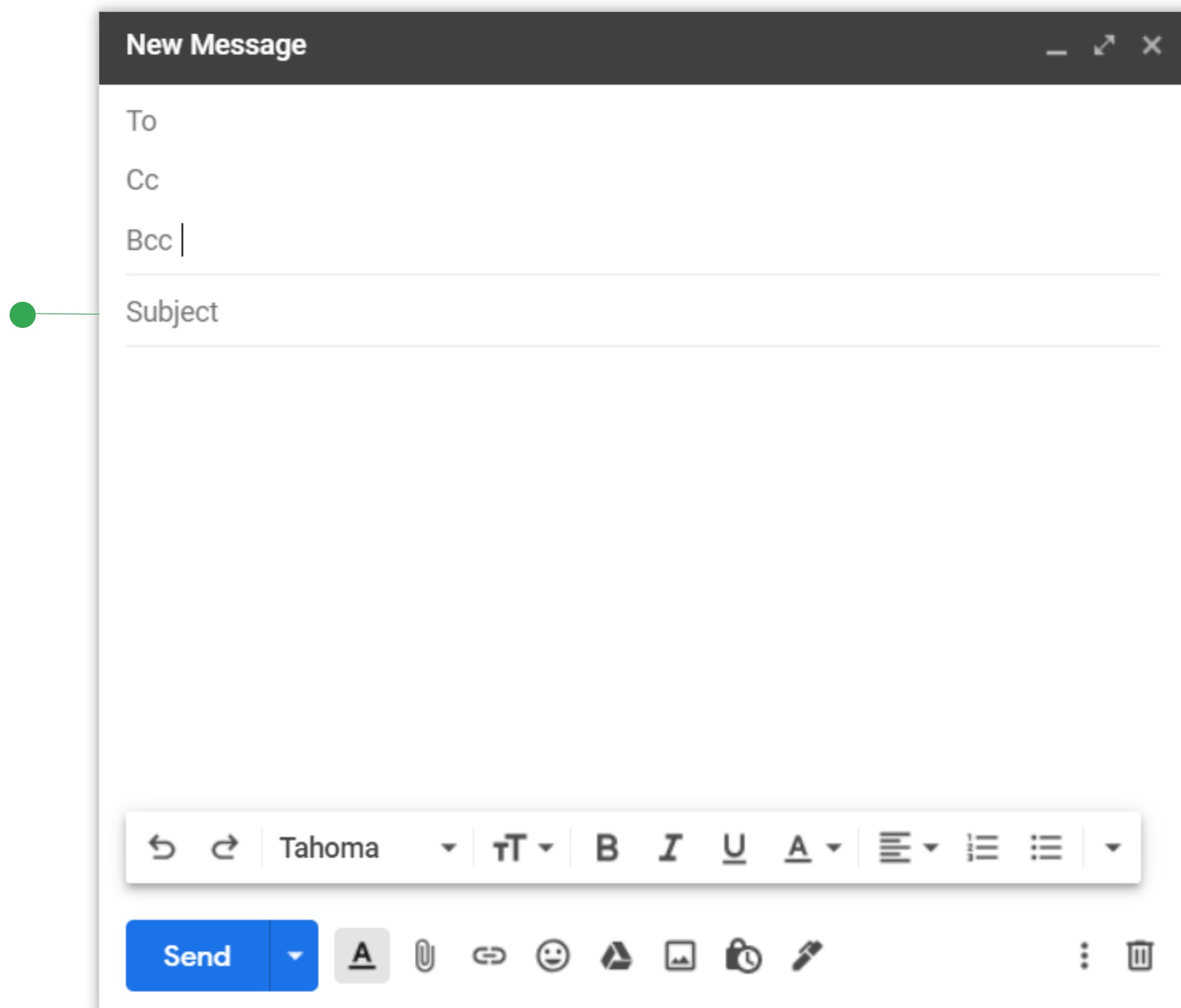
Email Recipients

To field – Recipients that need to take action or provide information.

CC field (carbon copy) – Recipients that are only kept informed and does not need to take any action.

BCC field (blind carbon copy) –Recipients that are not visible to other recipients looped in the email.

Subject Line

New Message

To
Cc
Bcc |
Subject

Tahoma B I U A
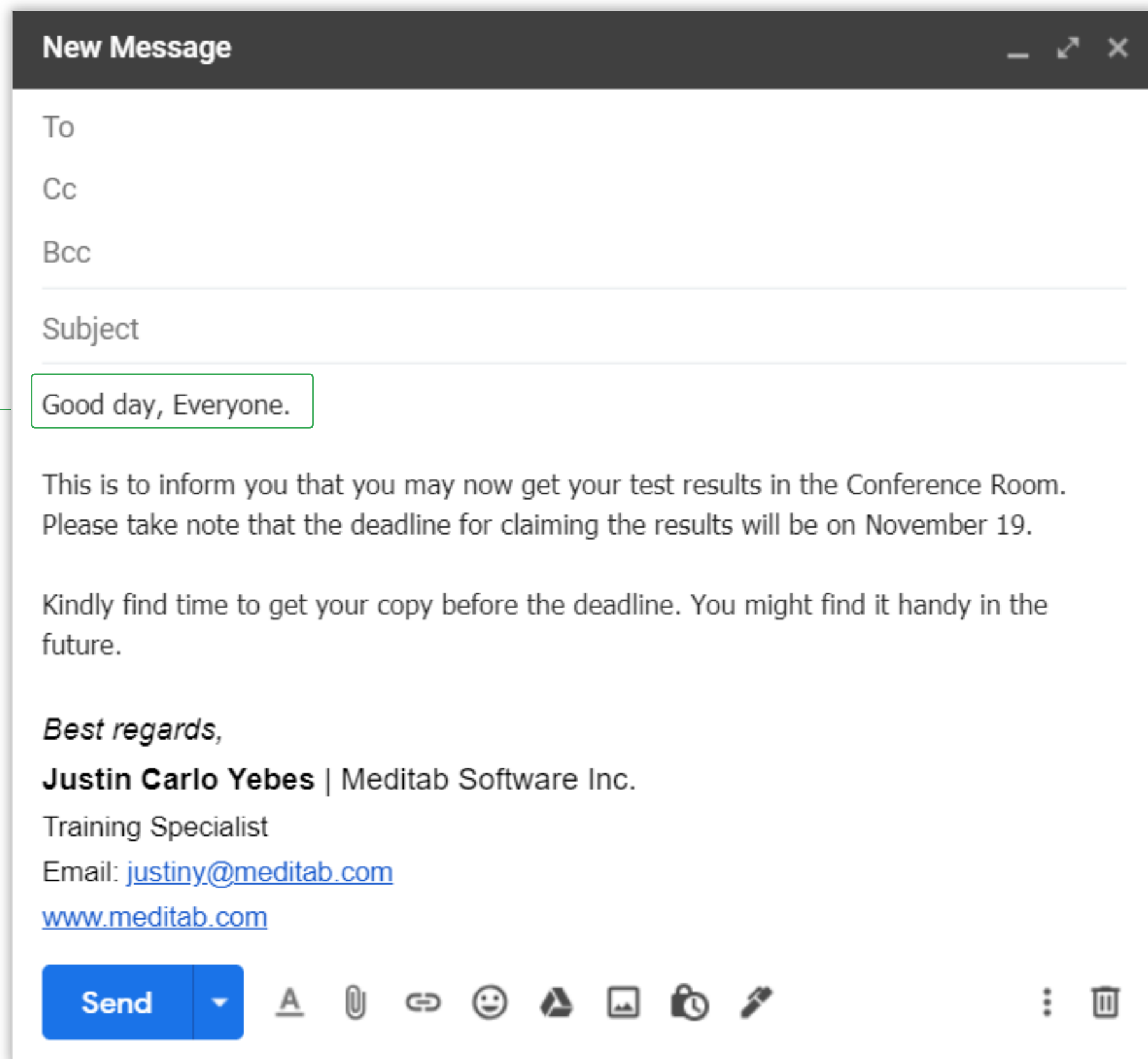
Send

The **Subject Line** is what the email is all about. It is the first statement that the recipient sees when they receive the email. When making the subject line, make sure it is:

- Concise – It should not be too long to read, but it should also be complete.

- Relevant – The words you use should grab the attention of your recipients.

Greetings

New Message

To

Cc

Bcc

Subject

Good day, Everyone.

This is to inform you that you may now get your test results in the Conference Room. Please take note that the deadline for claiming the results will be on November 19.

Kindly find time to get your copy before the deadline. You might find it handy in the future.

Best regards,

Justin Carlo Yebes | Meditab Software Inc.

Training Specialist

Email: justiny@meditab.com

www.meditab.com

Send

Keep your greetings short. Don't forget to observe proper punctuation and capitalization. Take note that "day, morning, afternoon, and evening" should not be capitalized.

Opening Statement

New Message

To

Cc

Bcc

Subject

Good day, Everyone.

This is to inform you that you may now get your test results in the Conference Room. Please take note that the deadline for claiming the results will be on November 19.

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Best regards,

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Training Specialist

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www.meditab.com

Send

The opening statement should immediately state the purpose of the email. This makes it easier to understand the rest of the email.

Body of the Email

New Message — ⤢ ✕

To

Cc

Bcc

Subject

Good day, Everyone.

This is to inform you that you may now get your test results in the Conference Room. Please take note that the deadline for claiming the results will be on November 19.
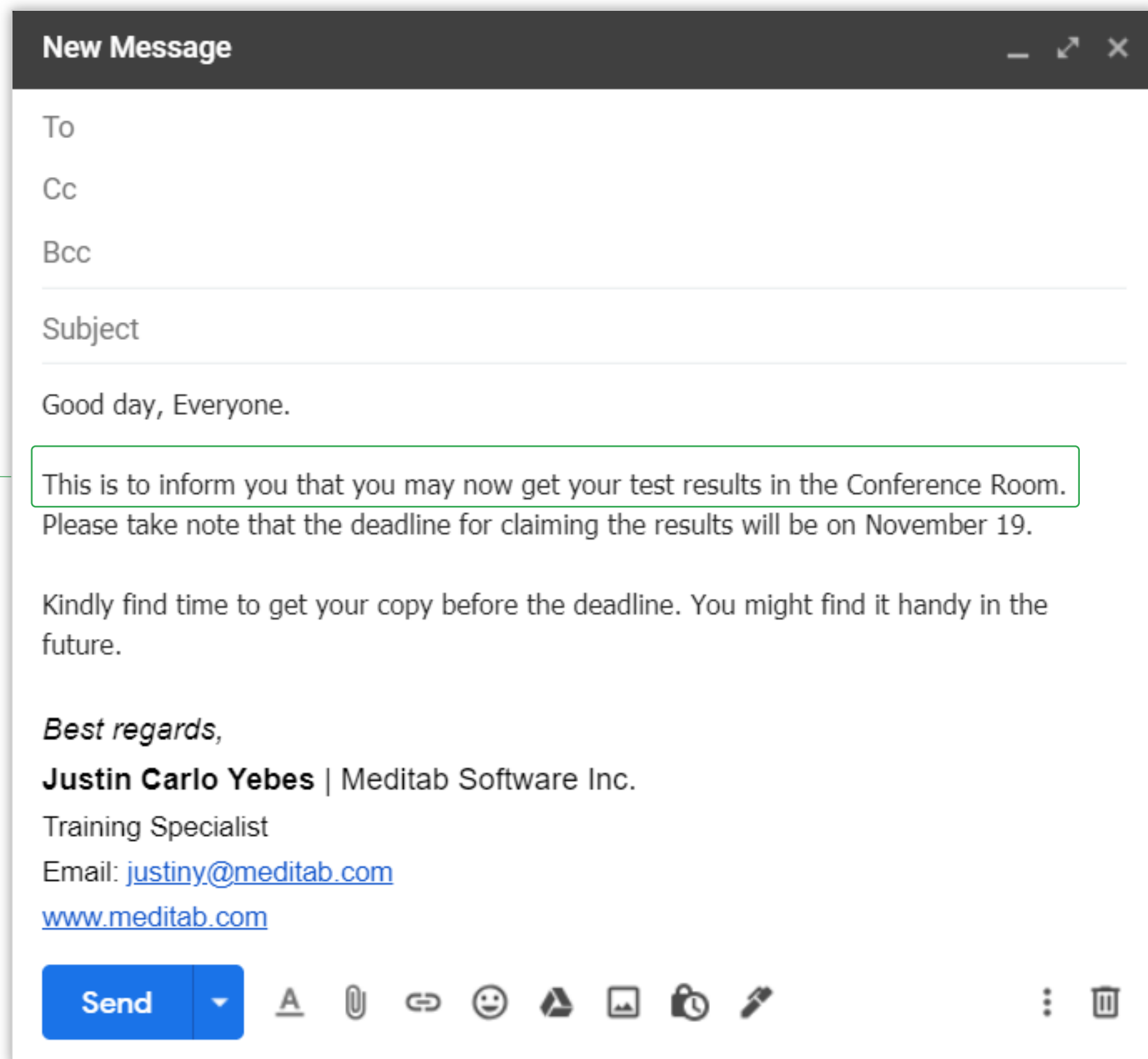
Kindly find time to get your copy before the deadline. You might find it handy in the future.

Best regards,

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Training Specialist

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www.meditab.com

Send ▾

Do not make your emails too long. Also, break several sub-ideas into paragraphs so it is easier to read for your recipients.

Call to Action

New Message

To

Cc

Bcc

Subject

Good day, Everyone.

This is to inform you that you may now get your test results in the Conference Room. Please take note that the deadline for claiming the results will be on November 19.

Kindly find time to get your copy before the deadline. You might find it handy in the future.
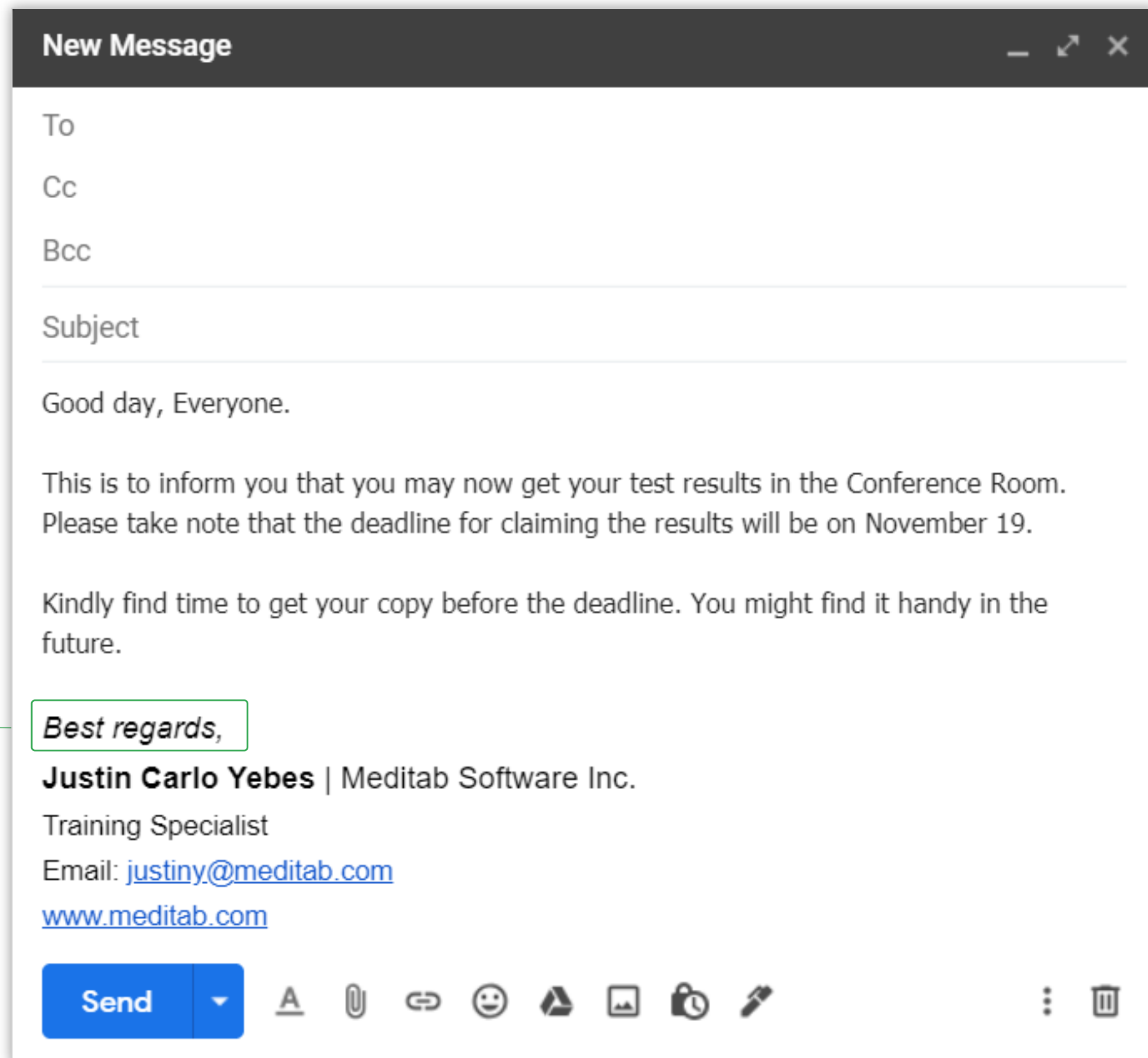
Best regards,

Justin Carlo Yebes | Meditab Software Inc.

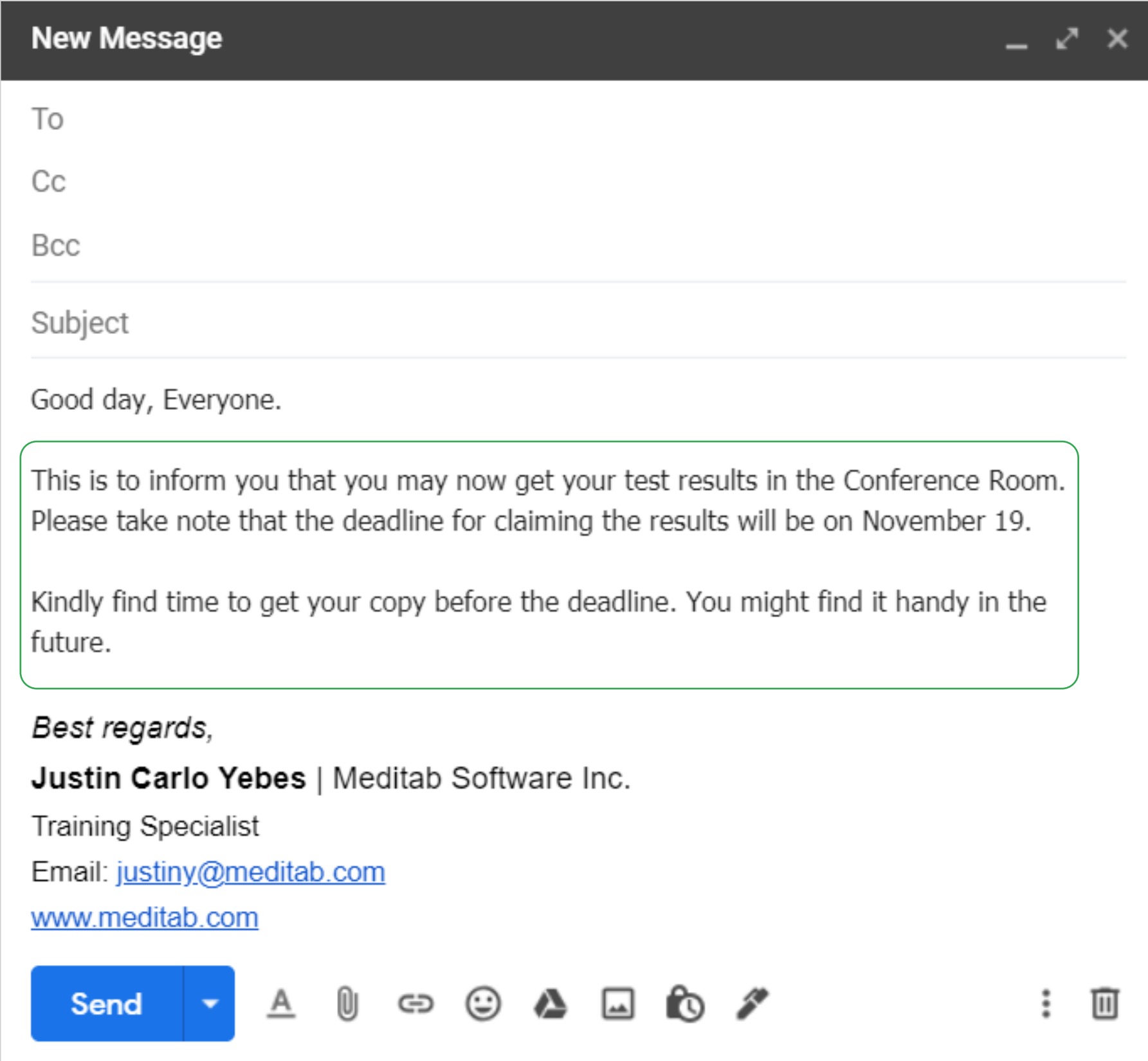Training Specialist

Email: justiny@meditab.com

www.meditab.com

Send

End your email by clearly stating an action step for your recipients, so they know what to do after reading the email.

Closing Remarks

New Message

To

Cc

Bcc

Subject

Good day, Everyone.

This is to inform you that you may now get your test results in the Conference Room. Please take note that the deadline for claiming the results will be on November 19.

Kindly find time to get your copy before the deadline. You might find it handy in the future.

Best regards,

Justin Carlo Yebes | Meditab Software Inc.

Training Specialist

Email: justiny@meditab.com

www.meditab.com

Send

Make sure to use a formal closing remark.

Signature
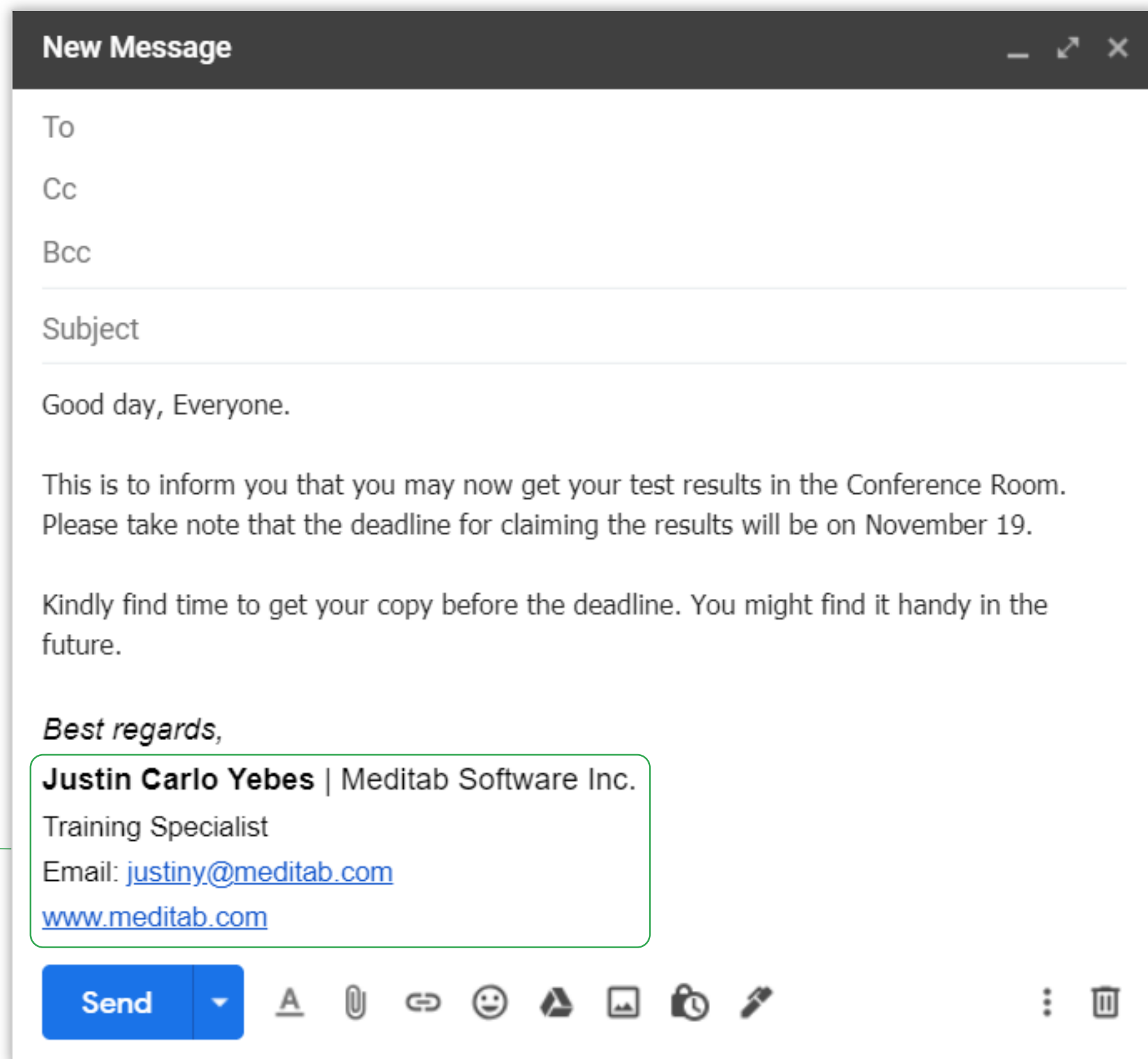
You can configure Gmail to include your signature every time you compose an email. To do that:

Click on ⚙ Icon and select **See All Settings**. Under **General**, find **Signature** and then use the text box to create an auto-inserted signature.

HIPAA Compliance

Setting up

Reply Behavior

Click on ⚙ Icon and select **See All Settings**. Under **General**, find **Default Reply Behavior** and select **Reply**.

This set up prevents you from accidentally sending sensitive information with all the recipients looped in the email.

Disabling Auto-Forwarding

Click on ⚙ Icon and select **See All Settings**. Under **Forwarding and POP/IMAP**, go to **Forwarding** and make sure there are **NO** Forwarding address added.

This set up prevents automatically sending your work emails, which may contain sensitive information, to your personal email account, which is inherently not secure.

Sending Screenshots

Make sure to **blur information that are not requested or are not needed** when sending a screenshot of a patient's medical record or electronic record.

Under the Minimum Necessary Rule of the HIPAA law, we should only give out patient information that are requested by the other party.

Attaching Patient Documents

Documents 📁 Inbox x 🖨 ▢

LMA <lishela@meditab.com> 📎 6:15 AM (2 minutes ago) ☆ ↩ ▾
to me ▾

Your password for the attachment is a combination of first 2 characters of your first name in lowercase (without any special character) and your date of birth in the MMYYYY format. Here are the few examples of the password format.

First Name	Date of Birth	Password (lower case only)
James	16th May 1983	ja051983
Mary	17th April 1970	ma041970
C	14th October 1978	c101978

Please note that your password is case sensitive.

📄 Documents_2018...

Click here to Reply or Forward

When attaching patient documents to the email, make sure that the documents are encrypted to ensure that only the intended recipient will be able to access the said documents.

Because of the Security Rule of the HIPAA law, we must ensure that all electronic we send over a network is adequately protected.

Phishing Emails

----- Forwarded Message -----
From: PayPal <paypal@notice-access-273.com>
To:
Sent: Wednesday, January 25, 2017 10:13 AM
Subject: Your Account Has Been Limited (Case ID Number: PP-003-153-352-657)

PayPal

Dear Customer,

We need your help resolving an issue with your account. To give us time to work together on this, we've temporarily limited what you can do with your account until the issue is resolved.

We understand it may be frustrating not to have full access to PayPal account. We want to work with you to get your account back to normal as quickly as possible.

What the problem's?

We noticed some unusual activity on your PayPal account.

As a security precaution to protect your account until we have more details from you, we've place a limitation on your account.

How you can help?

It's usually pretty easy to take care of things like this. Most of the time, we just need a little more information about your account.

To help us with this and to find out what you can and can't do with your account until the issue is resolved, log in to your account and go to the Resolution Center.

Log In

Help | Contact | Security

This email was sent to you, please do not reply to this email. Unfortunately, we are unable to respond to inquiries sent to this address. For immediate answers to your questions, simply visit our Help Center by clicking Help at the bottom of any PayPal page.

© 2016 PayPal Inc. All rights reserved

Phishing emails are a form of cyber attack designed to gather sensitive information about the unsuspecting victim such as their log in credentials or credit card number
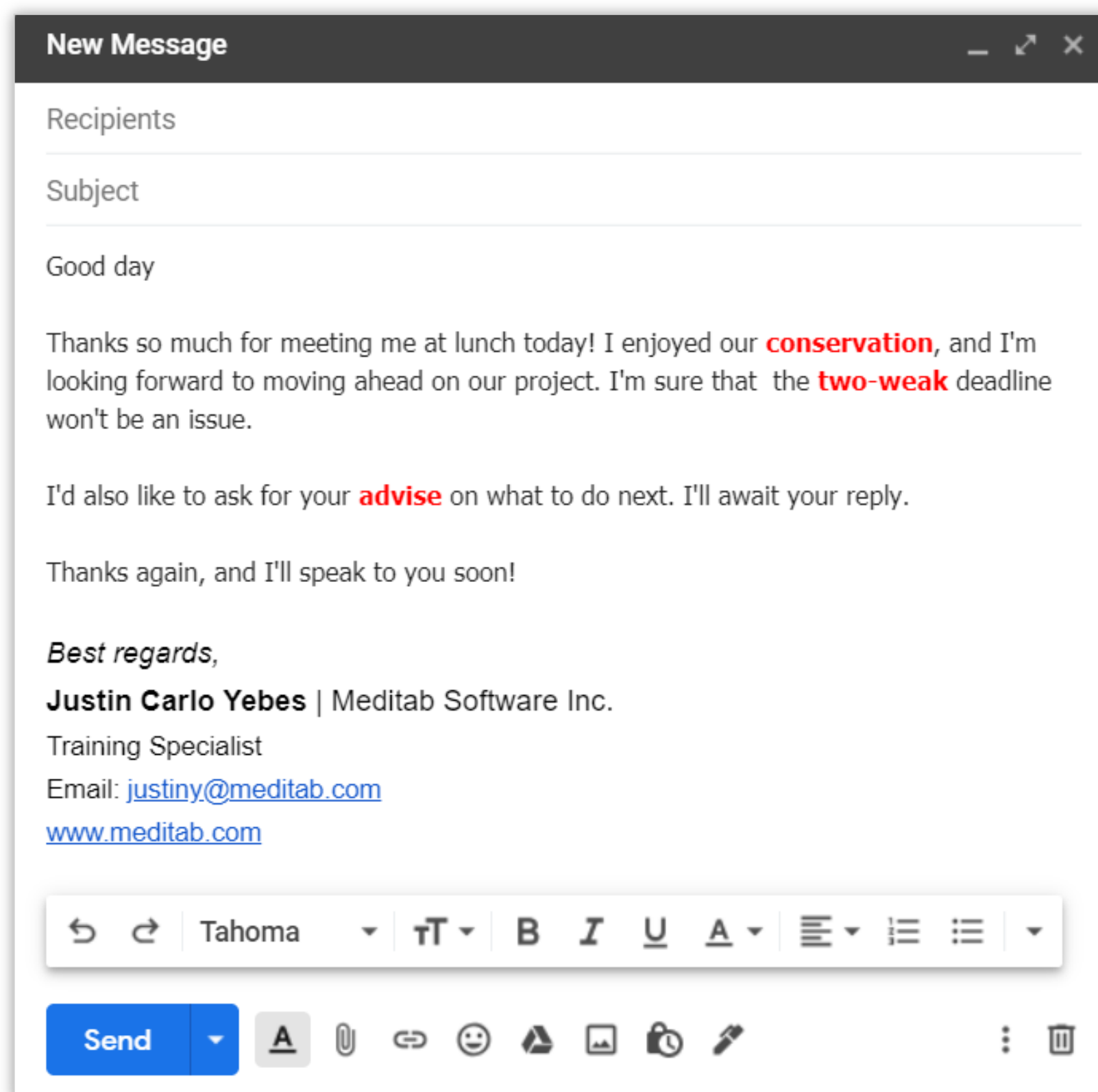
Never click on suspicious links in emails and always ask advice from IT regarding emails that wants to collect personal information.

Other Reminders

Proofreading your Emails

New Message

Recipients

Subject

Good day

Thanks so much for meeting me at lunch today! I enjoyed our **conservation**, and I'm looking forward to moving ahead on our project. I'm sure that the **two-weak** deadline won't be an issue.

I'd also like to ask for your **advise** on what to do next. I'll await your reply.

Thanks again, and I'll speak to you soon!

Best regards,

Justin Carlo Yebes | Meditab Software Inc.

Training Specialist

Email: justiny@meditab.com

www.meditab.com

Tahoma B I U A

Send

Always make sure to review your email before sending it. Our brain tends to correct certain errors we make in our heads so we often make mistakes that we don't notice.

Gmail will only flag words that either don't exist or are grammatically incorrect, so you can't rely on it all the time to do the proofreading for you.

Undo Send

Making mistakes and not noticing them, even after proofreading, is unavoidable. That is why Gmail has a feature that will allow you to **undo the sending of your email within the first 30 seconds** after sending so you can correct it.

Click on ⚙ Icon and select **See All Settings**. Under **General**, find **Undo Send** and set it to **30 seconds**.

If you enable this setting, once you send a message, you will be able to see this pop in the bottom left of the screen.

Message sent.　　**Undo**　　**View message**　　✕

If you click **Undo**, the sending of your email will be cancelled and you will be back to the composition window with your original email so you can make changes.
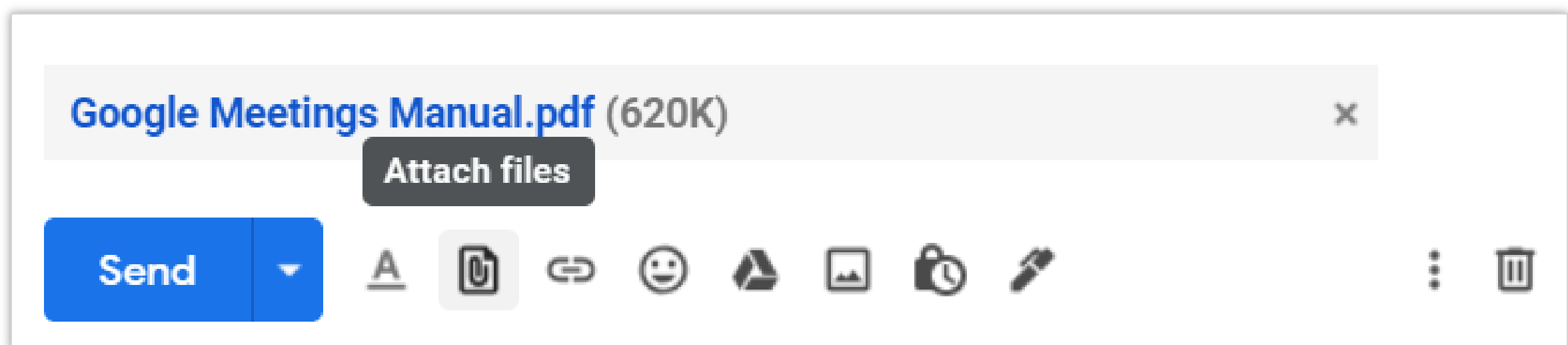
Sending undone.　　✕

Spelling out Numbers

When to Spell out

- Numbers from zero to nine

- Fractions

- Numbers located at the beginning of the sentence

- Numbers that are close to each other

When to use the Numerical format

- Ages

- Dates

- Years and periods

Attachments

Google Meetings Manual.pdf (620K)   ✕

Attach files

Send ▾   A 📎 🔗 🙂 △ 🖼 ⏲ ✏️   ⋮ 🗑

When you are sending an email with attachments, don't forget the following:

> Never forget to attach the document to the email. Gmail will prompt you if you used the word "attached" in the email without attaching anything.

> Never send an email with just an attachment. Always mention this, even if it's already a follow up after forgetting to attach it in the original email.

Email Etiquette
Sending professional emails

End