Averi Cooper

Instructor: Leslie Johnson

Composition I – 41200

09/06/2023

The Role writing has in Software engineering as an Epic Consultant

Dear Instructor,

I'd like to show you how reading and writing in my prospective career is important based on my interview with Stephen, an experienced Epic Consultant. To begin, let's get into Stephen's perspective on the profession. When asked why he decided to become an Epic Consultant, he mentioned that while some aspects of the work interested him, it was primarily the financial compensation that drew him in. This perspective underlines the career's attraction primarily based on financial considerations, although it does include some professional interest.

One key takeaway from the interview is that Epic Consultants consistently write about similar topics related to electronic health record (EHR) system optimization and healthcare processes. This regularity arises because these topics are fundamental to the profession. Writing serves to share knowledge, address challenges, and give critical information among coworkers and healthcare institutions. Stephen's response about writing within the field underlines its importance. "We do a lot of writing about the same topics," he explained, "because it's crucial to share what works and what doesn't."

In this field, daily writing focuses on internal communication, documentation, and ensuring clear information exchange. In contrast, reading is primarily about staying informed about the latest updates in Epic software, healthcare regulations, and industry trends. Writing facilitates internal processes, while reading is essential for external knowledge obtainment and adapting to changes.

Stephen's experience affirms this contrast. He clarified that daily writing involves composing emails, creating impactful client presentations, and preparing detailed Excel reports. Meanwhile, reading extends to keeping up with EHR system updates, healthcare regulations, and industry best practices. Reading and writing significantly influence crucial tasks in the Epic Consulting profession. Writing is essential for tasks like composing emails, creating client presentations, and preparing Excel reports. These tasks are vital for educating clients, helping decision-making, and maintaining data accuracy. Stephen emphasized the importance of writing in education and data accuracy. "It is used to educate, and accuracy is important for data importing," he said, highlighting the role of writing in client education and data integrity.

Epic Consultants use specialized language and abbreviations, such as "CER" for "Rules" and "LQF" for "Forms," to efficiently communicate within the profession. This specialized vocabulary facilitates knowledge sharing and coordination among teams, ensuring smooth workflow and reducing errors. Stephen's insights into this specialized language underline its importance. He explained that this language is essential because there are many teams and moving pieces in the field. Effective communication through shared vocabulary is critical to prevent slowdowns and errors in the healthcare process.

A significant lesson from the interview is that limited reading and writing could have adverse consequences. Without reading, consultants might fall behind on updates and provide outdated guidance. Reduced writing could hinder effective communication, leading to misunderstandings and project delays. Stephen's response echoes this concern. He pointed out that without staying updated through reading, consultants risked providing outdated information to clients. This could have negative consequences for both consultants and the people they serve.

Epic Consultants write for different audiences, including clients, coworkers, and administrators. Adjusting the tone and detail level for each audience is crucial for effective communication. Stephen highlighted the need to adapt communication based on the audience. "Choosing the right words to not sound rude sometimes is hard," he mentioned, emphasizing the importance of respectful communication.

Reading materials vary between internal updates, focusing on software changes and guidelines, and external publications that cover industry trends and regulations. This diversity ensures consultants remain well-informed and adaptable. Stephen confirmed this difference in reading materials. He stated that internal updates primarily concern software changes and procedural guidelines, while external publications cover broader industry trends and regulatory changes. Both types of reading are essential for staying well-rounded and informed within the field.

In conclusion, reading and writing are essential components of the Epic Consulting profession. They enable effective communication, knowledge sharing, and staying up to date with industry

changes. The specialized language, adaptability, and focus on specific topics underline the critical role of literacy in this field.

Sincerely,

Averi Cooper