

Hi-Touch Health Care: The Critical Six Soft Skills

Communication Competency: Written Communication

Post-Test

1. True or False? (circle correct response)

Due to confidentiality, electronic health records are the one piece of documentation that is never admissible in court.

2. Circle the weasel words in the following statements.

Norco, 2 tabs PO q4h prn pain.

Tylenol 500 mg, 2 tabs PO q 4 h prn pain, not to exceed 4g/24 hrs.

3. What are the four main areas of patient error in medical records?

4. What are four of the general guidelines for sending an e-mail?

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KEY

1. False
2. Tabs, PO, q4h, prn
Tabs, PO q4h, prn, 4g/24 hrs
3. Making false entries
Not maintaining adequate records
Stating that certain care or observations were carried out when they weren't
Failure to implement an action plan when a problem was discovered
4. Include a specific subject line
Keep it focused
Identify yourself
Do not e-mail an angry message
Proofread before sending
Be courteous
Do not assume your e-mail is private
Avoid fancy fonts