



Digital Professionalism: Email Communication Skills for Healthcare

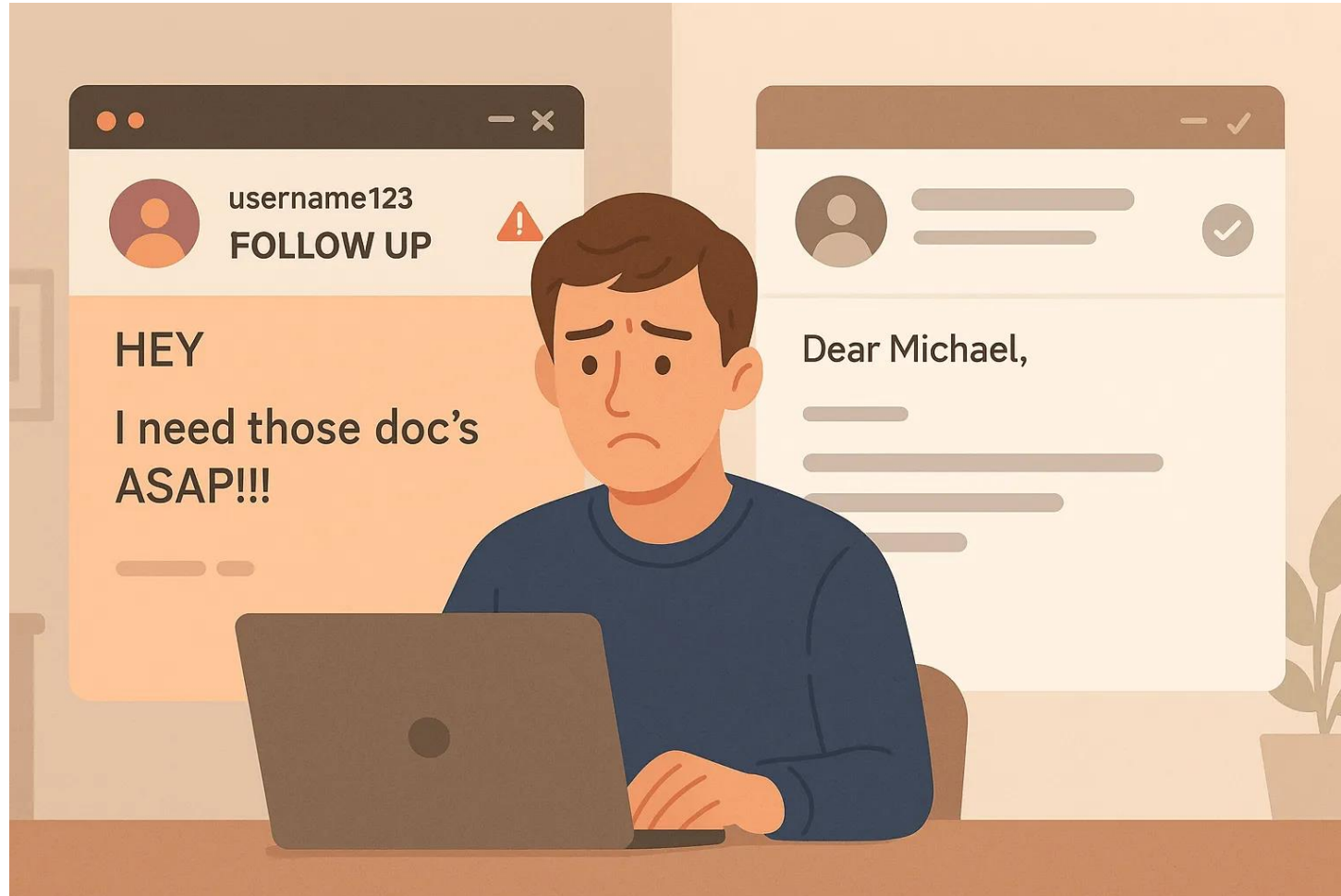
Vilailert Komton, RN, CNS, PhD

Vice President

Srisavarindhira Thai Red Cross Institute of Nursing

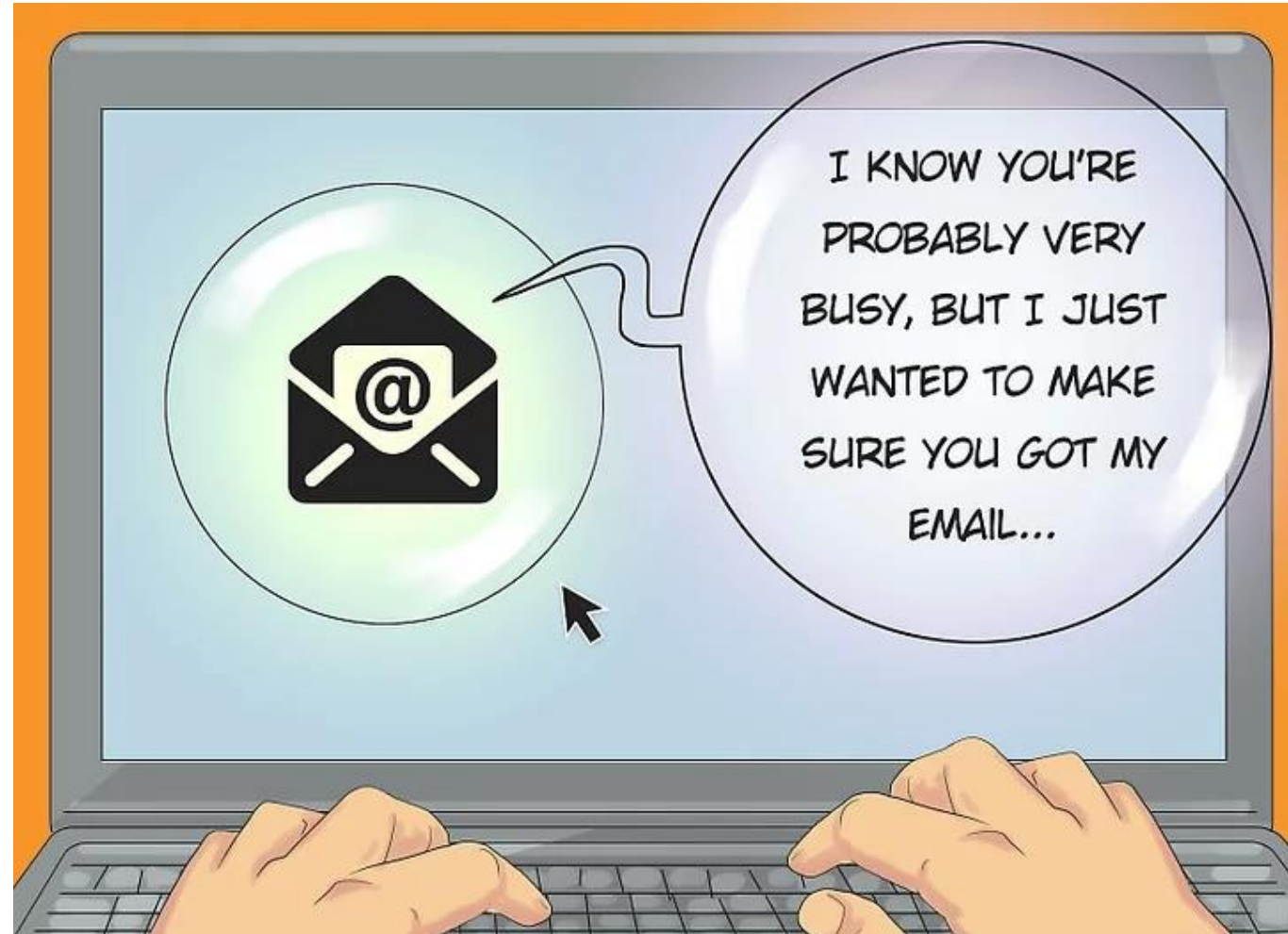


Email #1





Email #2





Email #3



Subject: Follow-up on Previous Email Regarding [Your Research Interest]

Dear Professor [Name],

I hope this message finds you well. I wanted to follow up on my previous email sent on [date] regarding [brief mention of your inquiry]. I am very interested in your work on [specific topic] and would love to discuss potential research opportunities under your guidance. I understand you have a busy schedule and appreciate your time.

Best regards,

[Your Name]



Want to make a good
impression on your instructors?

Remember that emails are
professional communications.



Why is Email Communication Skills Important?



First Impressions



Trust



Professionalism



Efficiency



Formal Email Format



Recipient

john.doe@company.com

Greeting

Dear Ms. Johnson,
I hope this message finds you well.

Introduction

I am writing to invite you to a project update meeting for the ABC initiative. The purpose of this meeting is to discuss our progress, address any challenges, and plan for the upcoming quarter.

Body

Details of the meeting are as follows:
Date: Thursday, June 1st, 2023
Time: 10:00 AM - 11:30 AM
Location: Conference Room A
Virtual Access: [Zoom Meeting Link]

Closing & Signature

We look forward to your valuable input and collaboration.
Best regards,
[Your Name]
[Your Title]

Subject

Invitation to Project Update Meeting on June 1st

Conclusion

Please confirm your attendance by replying to this email no later than Tuesday, May 30th. If you are unable to attend, kindly inform me so that we can arrange a separate briefing for you.

Rich text editor toolbar with options for undo, redo, font face (Sans Serif), font size (12), bold, italic, underline, text color, background color, bulleted list, numbered list, indent, and outdent.

Send





12 Smart Tips To Write Professional Emails

Clear & Concise
Subject Line

01

02

Use a Professional
Greeting

Personalize Your
Email

03

04

Get to the
Point Quickly

Use a Professional
Tone

05

06

Provide Context &
Necessary Information

Use Short Paragraphs
& Bullet Points

07

08

Consider Email Formatting
on Different Devices

Use a Polite Tone

09

10

Proofread Before
Sending

Follow Up When
Necessary

11

12

End With a Clear Call
to Action or Next Steps



Do & Don't



Do

- Be polite
- Use reference numbers
- Use an appropriate greeting
- Use a mirroring technique

Don't

- Use abbreviations
- Use capital letters
- Start your email with Dear...and no name
- Shorten the recipient's name

5 Email Writing Mistakes

01

Lack of Clear Subject Lines

02

Rambling or Lengthy Emails

03

Poor Grammar and Spelling Mistakes

04

Lack of Clarity and Specificity

05

Inappropriate Tone or Lack of Professionalism



The 7 Cs of Communication





(Cutlip & Center, 1952)



Professional Email Closings



Formal	VS	Casual
<ul style="list-style-type: none">• Sincerely,• Yours faithfully,• With appreciation,• Respectfully,• Yours truly,• Kind regards,• Cordially,• With respect,• Yours sincerely, 		<ul style="list-style-type: none">• Take care,• Best wishes,• All the best,• Cheers,• See you soon,• Talk soon,• Until next time,• Have a great day,• Warmly, 



Example of Research Instrument Permission Request



Email

Subject Request for Permission to Use Research Instrument

1

Dear [Recipient's Name],

I hope this message finds you well.

My name is [Your Full Name], and I am a [your position, e.g., graduate student/researcher] at [Your Institution]. I am currently conducting a research study entitled "[Title of Your Study]," which aims to [briefly describe the purpose of your research].

I am writing to respectfully request your permission to use the [name of the research instrument/tool/questionnaire] that you developed for my study. I believe that this instrument is highly relevant to my research objectives and would greatly contribute to the quality and rigor of my work.

I would like to assure you that:

- The instrument will be used solely for academic and research purposes.
- Proper acknowledgment and citation of your work will be provided in all reports and publications.
- I will comply with any conditions or requirements you may have regarding its use.

If required, I would be happy to provide additional details about my research, including the study proposal or ethical approval documentation.

Thank you very much for considering my request. I sincerely appreciate your time and support. I look forward to your kind response.

Yours sincerely,
[Your Full Name]
[Your Position]
[Your Institution]
[Your Contact Information]



Email

Subject Formal Request for Permission to Use Research Instrument

2

Dear Dr. [Recipient's Last Name],

I hope this message finds you well.

My name is [Your Full Name], and I am a [your position, e.g., graduate student/researcher] at [Your Institution]. I am currently undertaking a research study entitled "[Title of Your Study]," which focuses on [brief description of the research purpose].

I am writing to formally request your permission to use the "[Name of the Research Instrument]" that you developed. After a thorough review of the literature, I have found your instrument to be highly relevant and appropriate for addressing the objectives of my study.

I would like to assure you that the instrument will be used strictly for academic purposes. Full and proper acknowledgment of your work will be made in all related documents, publications, and presentations. Additionally, I will adhere to any terms and conditions you may require regarding its use.

If necessary, I would be pleased to provide further details about my research project, including a copy of the research proposal and ethical approval documentation.

Thank you very much for your time and consideration. I sincerely hope for your kind permission and look forward to your response.

Yours faithfully,
[Your Full Name]
[Your Position]
[Your Institution]
[Your Contact Information]





Example of Co-Research/ Research Consultant Invitation



Email



Subject Invitation to Serve as Co-Researcher / Research Consultant

Dear Dr. [Recipient's Last Name],

I hope you are doing well.

My name is [Your Full Name], and I am a [your position, e.g., faculty member/researcher/graduate student] at [Your Institution]. I am currently undertaking a research project entitled "[Title of the Study]," which aims to [briefly describe the purpose or objectives of the research].

In recognition of your expertise in [recipient's area of specialization], I am writing to formally invite you to serve as a [Co-Researcher / Research Consultant] for this study. Your scholarly experience and insights would be highly valuable in enhancing the quality, rigor, and impact of the research.

Should you be willing to accept this invitation, your role may include:

- Providing guidance on research design and methodology
- Reviewing research instruments and study procedures
- Advising on data analysis and interpretation
- Contributing to the preparation of manuscripts and dissemination of findings (as appropriate)

The study is expected to be conducted over [timeframe], and the level of your involvement can be tailored to your availability and preferences. Appropriate recognition, including acknowledgment and/or co-authorship, will be provided in accordance with your contributions and established academic guidelines.

I would be delighted to share additional details, including the full research proposal, at your convenience.

Thank you very much for considering this invitation. I sincerely hope you will be able to collaborate with us, and I look forward to your favorable response.

Yours sincerely,

[Your Full Name]

[Your Position]

[Your Institution]

[Your Contact Information]





Example of Research Proposal Review



Email



Subject Request for Review of Research Proposal

Dear Dr. [Advisor's Last Name],

I hope this email finds you well.

I am writing to kindly request your review and feedback on my research proposal entitled "[Title of the Proposal]." This study aims to [briefly describe the purpose or objectives of your research].

I have attached the draft of the proposal for your consideration. I would greatly appreciate your guidance and constructive comments, particularly regarding [e.g., the research design, methodology, theoretical framework, or overall clarity], to help strengthen the quality and rigor of the study.

If possible, I would be grateful if you could provide your feedback by [preferred deadline], as I am planning to [mention next step, e.g., submit the proposal to the ethics committee or funding body].

Thank you very much for your time, support, and continued guidance. I truly value your expertise and mentorship.

Yours sincerely,

[Your Full Name]

[Your Program/Department]

[Your Institution]

[Your Contact Information]



Example of Research a Study/Hospital Visit



1

Email

Subject Request for Study Visit

Dear [Recipient's Title and Last Name],

I hope this message finds you well.

My name is [Your Full Name], and I am a [your position, e.g., faculty member/researcher/graduate student] from [Your Institution]. I am writing to formally request permission to arrange a study visit to [Name of Institution/Hospital].

The purpose of this visit is to [briefly state objectives, e.g., observe clinical practices, explore academic collaboration, support research activities, or gain insight into specific programs/services]. We believe that this visit would provide valuable learning opportunities and foster potential collaboration between our institutions.

We propose to conduct the visit on [preferred date(s)] with a group of [number of participants]. During the visit, we are particularly interested in [mention specific departments, units, or areas of focus, if applicable].

We fully respect your institution's policies and procedures and are prepared to comply with any requirements necessary to facilitate the visit. Should you require any additional documentation, such as a formal proposal or list of participants, I would be pleased to provide it promptly.

Thank you very much for considering our request. We sincerely hope for your kind approval and look forward to the opportunity to visit your esteemed institution.

Yours faithfully,
[Your Full Name]
[Your Position]
[Your Institution]
[Your Contact Information]

2

Email

Subject Formal Request for Hospital Visit

Dear [Recipient's Title and Last Name],

I hope this email finds you well.

My name is [Your Full Name], and I am a [your position, e.g., faculty member/researcher/graduate student] at [Your Institution]. I am writing to formally request permission to arrange a visit to [Hospital Name] for academic and professional purposes.

The objective of this visit is to [briefly state purpose, e.g., observe clinical practices, gain insights into healthcare management, support academic learning, or explore potential research collaboration]. We believe that this visit will significantly enhance our knowledge and contribute to the development of our professional practice.

We would like to propose the visit on [preferred date(s)], with a group of [number of participants]. During the visit, we are particularly interested in [specify departments or areas, e.g., nursing services, outpatient department, emergency unit, or specialized clinics].

We assure you that all participants will strictly adhere to your hospital's policies, regulations, and confidentiality requirements. We are also willing to provide any necessary documentation to support this request.

We would be grateful for your kind consideration and approval of our request. Please let us know if any additional information is required.

Thank you for your time and attention. We look forward to your favorable response.

Yours faithfully,
[Your Full Name]
[Your Position]
[Your Institution]
[Your Contact Information]



Example of Response to a hospital Visit Request



Email

Subject Re: Request for Hospital Visit

Dear [Sender's Name],

Thank you for your email and for your interest in arranging a visit to [Hospital Name].

We are pleased to inform you that your request has been received and is currently under consideration. We appreciate the purpose of your visit, which is to [briefly restate purpose, e.g., academic observation/research collaboration/professional exchange], and we are supportive of initiatives that promote learning and collaboration.

To proceed with your request, we kindly ask you to provide the following additional information:

- Proposed date(s) and duration of the visit
- Number and names of visitors
- Objectives and expected activities during the visit
- Any specific departments or units you wish to visit

Please note that all visits are subject to hospital policies, scheduling availability, and necessary approvals. We will do our best to accommodate your request once the required details are received.

Thank you for your understanding and cooperation. We look forward to your response.

Yours sincerely,
[Your Full Name]
[Your Position]
[Hospital Name]
[Contact Information]

1

Email

Subject Re: Request for Hospital Visit

Dear [Sender's Name],

Thank you for your correspondence regarding the request to visit [Hospital Name].

We are pleased to acknowledge receipt of your request and appreciate your interest in visiting our institution. We recognize the value of such visits in fostering academic exchange and professional collaboration.

Your request is currently under review and consideration by the relevant departments. To facilitate the evaluation process, we kindly request that you provide the following additional details:

- Proposed date(s) and duration of the visit
- Full names and affiliations of all participants
- Purpose and objectives of the visit
- Specific departments or units you wish to observe or engage with

Please be advised that all visits are subject to institutional policies, operational considerations, and prior approval. We will inform you of the outcome of your request once the review process has been completed.

We appreciate your patience and cooperation in this matter. Should you require any further information or assistance, please do not hesitate to contact us.

Yours faithfully,
[Your Full Name]
[Your Position]
[Hospital Name]
[Contact Information]

2

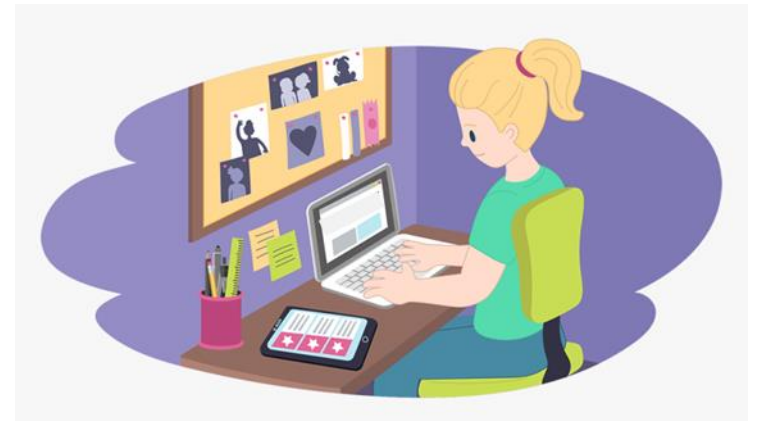


Exercise



Scenario #1

You are currently conducting a research project. A medical professor is your research consultant. You need feedback regarding your research proposal to pursue your IRB process. How will you write an e-mail?





Exercise



Answer #1

Email 📄 📧

Subject Request for Proposal Review

Dear Professor [Last Name],

I hope you are well.

I would like to kindly request your review of my research proposal entitled "[Title of Proposal]." I would greatly appreciate your feedback, particularly on [e.g., methodology, clarity, or structure].

The proposal is attached for your convenience. If possible, I would be grateful for your comments by [preferred date].

Thank you very much for your time and guidance.

Kind regards,
[Your Full Name]



Exercise



Scenario #2

After sending an e-mail to your research consultant, you have not yet received any feedback from him/her for a month.

How will you write an e-mail to follow up?





Exercise



Answer #2

Email



Subject Follow-Up on Research Proposal Review

Dear Professor [Last Name],

I hope this message finds you well.

I am writing to kindly follow up on the status of my research proposal titled “[Title of Your Proposal],” which I submitted on [date]. I greatly value your expertise and feedback, and I understand that you may have a busy schedule.

If you have had the opportunity to review my proposal, I would sincerely appreciate any comments or suggestions you may have. Your guidance will be extremely helpful in refining and strengthening my work.

Please let me know if you require any additional information or documents from my side. I would be happy to provide them promptly.

Thank you very much for your time and consideration. I look forward to your feedback.

Yours sincerely,

[Your Full Name]

[Your Program/Department]

[Your Institution]

[Your Contact Information]



Exercise



Scenario #3

*Finally, you obtained feedback from your research consultant.
How will you write an e-mail to thank him/her?*





Exercise



Answer #3

Email



Subject Sincere Thanks for Reviewing My Research Proposal

Dear [Consultant's Title and Last Name],

I hope this message finds you well.

I would like to express my sincere gratitude for taking the time to review my research proposal entitled "[Title of Your Proposal]." I truly appreciate your valuable insights, constructive feedback, and thoughtful suggestions.

Your comments have been extremely helpful in strengthening the quality and clarity of my work. I am currently incorporating your recommendations and believe they will significantly enhance the overall rigor of the study.

Thank you once again for your time, expertise, and support. It is greatly appreciated. Please do not hesitate to let me know if I may provide any further information or clarification.

Yours sincerely,

[Your Full Name]

[Your Program/Department]

[Your Institution]

[Your Contact Information]



Summary





**Thank You
for Your Attention**

