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Professional Emails and Pharmacy Documentation

Experiment 5 - Practical Notes

Name: _____ Roll no.: _____ Date: _____

Aim

To write a concise professional email and an objective activity record.

Principle

A useful email gives its purpose early, includes only the necessary facts and requests a clear action. Documentation separates observed facts, actions taken and pending follow-up.

Requirements

- Fictional supplier query, doctor clarification and institutional request.
- Word processor or email draft area; no real patient data.

Procedure

1. Select recipient

Check the intended role and approved address. Do not put personal health information in an unsecured practice draft.

2. Write subject

Use a precise subject such as "Clarification requested - teaching prescription directions."

3. Draft body

Add greeting, purpose, relevant facts, requested action and an appropriate closing/signature.

4. Check attachments

Name any attachment in the body and verify the correct file, permissions and readable format.

5. Document separately

Write a brief dated note: concern, person contacted, factual response/action and pending item.

6. Review

Proofread tone and accuracy, then obtain instructor feedback. Send only within the authorised class exercise.

Communication Skills

Observations and Record

Email / record component	Entry
Subject / recipient role	_____
Purpose / essential facts / action	_____
Attachment check / closing	_____
Objective dated record	_____

Worked Example

The numbers below are illustrative; enter your own observations in the record.

- Draft: "Dear Supervisor, the teaching prescription has no duration entered. Please confirm the intended duration before we complete the role-play label. The fictional prescription is attached. Regards, [student name]."

Result

Record the completed activity, the feedback received and one specific improvement demonstrated on a second attempt. Use the actual performance record rather than the worked illustration.

Precautions

- Use fictional cases and remove personal identifiers from every worksheet, recording or slide.
- Explain only the instructor-verified prescription or information supplied for the exercise. Refer uncertain clinical questions to the supervising pharmacist.
- Respect the participant's language, comfort and right to pause; obtain permission before recording.

Viva Questions and Answers

1. Why use a specific subject?

It helps the recipient identify and act on the request.

2. What is objective documentation?

A factual account rather than an unsupported opinion about the person.

3. Should a draft be sent automatically?

No. Check the recipient and exercise authorisation first.

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