

Unit 2 Activity : Professional Clinical Email Communication

Objective:

To develop students' ability to write clear, formal, and professional emails in a clinical or hospital setting, addressing complex situations with colleagues, subordinates, or supervisors while maintaining appropriate tone, clarity, and professionalism.

Task Instructions

You are a healthcare professional working in a clinical or hospital environment. **You need to write a formal email to communicate a complex or sensitive situation** related to patient care, teamwork, ethics, or professional responsibilities.

Your email must:

- Be written in a formal and respectful tone
- Clearly explain the situation or problem
- Use appropriate medical or clinical vocabulary
- Show awareness of professional hierarchy (colleague, subordinate, or superior)
- Include polite requests, clarifications, or recommendations
- Demonstrate effective professional communication

Length

- 180–250 words

Structure Guidelines

- Subject line
- Formal greeting
- Clear explanation of the situation
- Purpose of the email (request, report, clarification, recommendation)
- Professional closing and signature

Possible Scenarios (Choose ONE)

1. Reporting a Patient Safety Concern to a Supervisor

You have identified a repeated procedural error that could compromise patient safety. Write an email to your department head explaining the situation and suggesting a review or corrective action.

2. Addressing a Communication Breakdown with a Colleague

A misunderstanding between medical staff has affected patient care coordination. Write an email to a colleague to clarify responsibilities and propose a solution to improve communication.

3. Requesting Support Due to Workload and Emotional Strain

You are experiencing increased stress due to understaffing and high patient demand. Write an email to your supervisor requesting support or adjustments while maintaining professionalism.

4. Informing Subordinates About a Change in Clinical Protocol

A new clinical guideline has been implemented. Write an email to junior staff explaining the change, its importance, and expectations for compliance.

5. Communicating an Ethical Dilemma to the Ethics Committee

You are involved in a case involving patient consent and family disagreement. Write an email to the ethics committee outlining the situation and requesting guidance.

6. Following Up After a Critical Incident

After a medical incident during a shift, you need to document what happened and propose preventive measures. Write an email to hospital administration summarizing the event and recommending next steps.

Assessment Focus

Students will be evaluated on:

- Clarity and coherence of ideas
- Appropriateness of tone and register
- Use of clinical and professional vocabulary
- Organization and email conventions
- Ability to communicate complex situations effectively

To

From

Subject

Send