

DOCUMENT SERIES

PROJECT INSTRUCTIONS

Percentage Weight of Final Grade: 10-20%

LEARNING OBJECTIVES

- Write for a specific purpose and audience
- Create various forms of business correspondence and documents
- Develop effective business correspondence writing style, paying particular attention to concision (i.e., avoiding wordiness), paragraph construction, and tone

ASSIGNMENT

Choose one of the following scenarios, and produce the requested documents for one scenario only. Each scenario asks you to prepare a range of documents. Students are responsible for determining the appropriate genre (email, memo, business letter, etc.) as well as the content of those documents.

SCENARIO 1

You are a medical administrative assistant at LabTech, a local diagnostic lab office where patients have blood work and other tests done as requested by their physicians. Your primary responsibilities are scheduling appointments, processing patient and insurance information, and communicating with patients.

Recently, you have received a complaint from Alex Lott, who called on behalf of their mother, Heather Lott. They state that upon arriving at the office, their mother was asked to fill out paperwork on a tablet. Due to advanced cataracts, Mrs. Lott was unable to access and understand the required paperwork. While using the tablet, Mrs. Lott realized that the forms were not accessible to a screen reader and the images did not include alternative text. Mrs. Lott could not fill out the necessary paperwork since she mainly utilizes assistive technology on her personal computer to read information on digital screens. Alex Lott stated that because their mother did not want to “cause a fuss,” she left the lab without getting her bloodwork done, as ordered by her doctor. Alex’s primary concern is that the lack of accessibility measures disrupted their mother’s course of treatment.

You recognize that LabTech’s tablets need to be made accessible, to include screen readers and alternate text for images, and you plan to ask for the budget to implement these changes, but there is another issue, as well. You will need to make sure patients know that LabTech is inclusive and has adopted accessibility measures. This means posting signage and changing policy to make sure the staff knows they can and should assist patients. It further means that patients should feel comfortable disclosing when they need assistance. Because you want to make sure your workplace is accessible for everyone, you have some work to do. You not only need to bring these concerns (accessibility technology, signage, inclusive policy changes) to the attention of your main office manager, but you also need to contact Alex Lott to follow up. You further need to request information from the American with Disabilities Act (ADA) National Network to request guidance on the types of signs and policy language that you can implement to ensure that you are ADA compliant and up to inclusivity standards.

DELIVERABLES

- Document to Adeel Acevedo, your main office manager
- Document to Alex Lott
- Document to ADA national network

SCENARIO 2

As the Nursing Home Administrator (NHA) at Shady Palms Assisted Living Community in Coral Gables, FL, you oversee staff and compliance issues, among many other duties. After lunch on May 6th, Ruby Le, age 78, fell as she was leaving the bathroom of her apartment. She was assisted by CNA Aled Calderon, who was helping prepare her for a nap. Following an examination, Dr. Marta Orr, the doctor on call that day, determined that Ruby's injuries were not serious, but recommended follow-up care with a wound specialist for an abrasion on Ruby's right foot owing to concerns about complications due to diabetes. Facility policy dictated that family members should be contacted by staff immediately after an incident involving a patient. Aled called Ruby's daughter Yasmin at her home number, and, when she did not answer, left a voicemail telling Ms. Le what happened and what Dr. Orr recommended. When Ms. Le received the message, she was incensed. She contacted the facility immediately demanding to know why Aled left a voicemail instead of contacting her directly. You began investigating the situation immediately.

You learn that Aled violated Shady Palm's privacy policies when he left a telephone message that detailed both her medical condition and treatment plan. Your investigation also indicated that Health Information Privacy & Accountability Act (HIPAA) requirements regarding confidential communications were not followed, because Aled left the message at Yasmin's home telephone number despite Ruby's instructions to reach her daughter at work during business hours.

To resolve the situation, you revised policies regarding how much information could be supplied in a telephone message. Employee training communicated these new minimum information requirements and provided specific directions as to what information could be left in a message. Additionally, employees were trained to review patient registration information regarding contact directives before making calls. The new procedures were incorporated into standard staff privacy training, both as part of a refresher series and mandatory yearly compliance training.

DELIVERABLES

Based on the scenario above, your deliverables will be the following documents:

- Document to Yasmin Le, who complained to Florida's Complaint Administration Unit, which handles complaints about the quality of care received in Florida's health care facilities
- Document to FL Department of Elder Affairs responding to notification of the facility's the HIPAA violation
- Document to nursing home staff explaining new procedures and why they are important

SCENARIO 3

Rural Health Care Services, Inc. (RHCS) delivers needed medical supplies to elderly and low-income folks on Medicare and Medicaid in Polk County, FL. You are a manager for Frostproof, FL, and the surrounding area. You oversee all aspects of making deliveries, ensuring that all paperwork is in order and that the supplies go out to the correct patients. You manage five drivers in your area.

One of your drivers, Jakub Parsons, makes monthly deliveries of oxygen tanks to patient Romeo Villegas. The day after this month's delivery, Mr. Villegas calls you saying he received the wrong oxygen tanks by mistake. You ask Mr. Villegas how many days of oxygen he has remaining from the previous month's delivery. Mr. Villegas tells him he has a week remaining. You tell Mr. Villegas you will investigate and get back to him as soon as you can. Immediately after getting off the phone with Mr. Villegas, you confirm the error. Dr. Sanaa Briggs, Mr. Villegas' doctor sent the wrong authorization for oxygen. Now it's up to you to correct this error.

You need to obtain an updated authorization of the correct tanks from Dr. Briggs, which needs to be forwarded to RHCS as soon as possible. You also rearrange Jakub's delivery schedule to accommodate a redelivery to Mr. Villegas' house. Jakub will need to be notified of the update to Mr. Villegas' order (to include delivery of the correct tanks and removal of the incorrect tanks), as well as the change to his delivery route. Finally, you need to contact Mr. Villegas to follow up. All of this will need to be accomplished before Mr. Villegas' oxygen supply runs out.

DELIVERABLES

- Document to Romeo Villegas
- Document to Dr. Sanaa Briggs
- Document to Jakub Parsons