

# CHAPTER 7

## Managing Correspondence and Mail

### REVIEW

#### Vocabulary Review

#### Passage Completion

Study the key terms in the box. Use your textbook to find definitions of terms you do not understand.

annotate	courtesy title	letterhead
body	dateline	modified-block letter style
clarity	editing	proofreading
complimentary closing	full-block letter style	salutation
concise	identification line	simplified letter style

In the space provided, complete the following passage, using some of the terms from the box. You may change the form of a term to fit the meaning of the sentence.

Most business letters are written on (1) \_\_\_\_\_ paper, which identifies the business. The (2) \_\_\_\_\_, which is placed about three lines below the preprinted letterhead text, gives the day, month, and year. In the inside address, the receiver's name usually includes a(n)(3) \_\_\_\_\_, such as Dr. or Mrs. The receiver's name is repeated in the (4) \_\_\_\_\_. In the (5) \_\_\_\_\_, or block style, all lines are flush left. In the (6) \_\_\_\_\_, the dateline, complimentary closing, and other parts of the letter begin at about the center of the page. The (7) \_\_\_\_\_ omits the salutation and the complimentary closing.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_

#### True or False

Decide whether each statement is true or false. In the space at the left, write T for true or F for false. On the lines provided, rewrite the false statements to make them true.

- \_\_\_\_\_ 8. Tan kraft envelopes are also called clasp envelopes.
- \_\_\_\_\_

\_\_\_\_\_ 9. The standard setting for margin in business correspondence is 2 inches.

\_\_\_\_\_ 10. You need to capitalize all the words in the closing of a business letter.

\_\_\_\_\_ 11. The USPS abbreviation PA stands for *Pennsylvania*.

## Content Review

### Sentence Completion

*In the space provided, write the word or phrase that best completes each sentence.*

1. The \_\_\_\_\_ is similar to full block but it differs in that the dateline, complimentary closing, signature block, and notations are aligned and begin at the center of the page or slightly to the right.
2. Two different styles of punctuation used in correspondence are \_\_\_\_\_ and \_\_\_\_\_.
3. The USPS abbreviation for Kansas is \_\_\_\_\_.
4. \_\_\_\_\_ include information such as the number of enclosures that are included with the letter and the names of other people who will be receiving copies of the letter.
5. \_\_\_\_\_ means thoroughly checking a document for errors.
6. The USPS uses electronic \_\_\_\_\_ to help speed mail processing.
7. The web address for the U.S. Postal Service web page is \_\_\_\_\_.
8. The USPS abbreviation for *center* is \_\_\_\_\_.
9. Most correspondence generated in a medical office, such as letters, postcards, and invoices, is sent by \_\_\_\_\_.
10. \_\_\_\_\_ is also called parcel post.
11. The first step in processing mail is \_\_\_\_\_ it.
12. To \_\_\_\_\_ means to underline or highlight key points of the letter or to write reminders, comments, or suggested actions in the margins or on self-adhesive notes.
13. Business letters written with the modified-block letter style with indented paragraphs are identical to the modified-block style except that the paragraphs are \_\_\_\_\_.
14. When writing a business letter, it is proper to include at least \_\_\_\_\_ in each paragraph.
15. "Enc" in a business letter means \_\_\_\_\_.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_
11. \_\_\_\_\_
12. \_\_\_\_\_
13. \_\_\_\_\_
14. \_\_\_\_\_
15. \_\_\_\_\_

27. How do editing and proofreading differ?

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28. Why is an envelope with a typed address likely to be delivered more quickly than one with a handwritten address?

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29. Describe an accordion fold on a business letter, and explain why it is used.

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30. Describe a situation in which an item might be sent by fourth-class mail from a medical office.

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31. When processing incoming mail, why is it important to check the address on each letter or package?

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32. Describe the difference between certified and registered mail.

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## Critical Thinking

*Write the answer to each question on the lines provided.*

1. As an assistant in a new medical practice, what correspondence supply would you order first? Explain your answer.

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2. Briefly describe two types of letters from a health-care professional in which the tone should be formal and two types in which the tone could be relaxed.

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e. X-rays indicate hair-line fractures of two cervical vertebra.

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f. Vigorous work outdoors in hot temperatures apparently aggravated pastor Henry's heart condition.

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## 2. Handling Incoming Mail

Assume that you are a medical assistant whose duties include processing incoming mail. Some of the procedures that you follow are described below. For procedures that are correct, write *correct* on the lines provided. For procedures that are incorrect, write the correct procedures on the lines provided.

a. Collect everything from the office mailbox and process it a few items at a time throughout the day.

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b. In the top-priority pile, place letters and packages sent by overnight mail delivery, special delivery, registered mail, or certified mail. To this pile, also add any newspapers or magazines.

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c. After sorting the mail, open all the envelopes at once—except for those marked “personal” or “confidential”—and remove their contents, making sure to take everything out of each envelope.

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d. Throw away the envelopes as soon as you have removed their contents.

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e. Compare enclosure notations on each letter with the actual enclosures to make sure all items were included. Then make notes about missing items so that senders can be contacted.

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f. Staple each letter to its enclosures so they cannot become separated.

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### Case 2

You have just finished preparing several letters for signing by Dr. Morris, a physician in your office. Most of the letters need to be sent out today, but he will be extremely busy with patients for the rest of the day. Dr. Fuchs, another physician in your office, has authorized you to sign her letters. Should you sign Dr. Morris's letters and send them out right away? Explain your answer.

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### Case 3

While opening the office mail, you discover that a patient has enclosed a check for more than she owes. Should you take a moment from processing the mail to call the patient? Why or why not?

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### Case 4

A patient has come to your office without an appointment because he has unexpectedly run out of a prescription heart medication. The physician's schedule is completely full, so you cannot give the patient an appointment. However, you know that samples of this drug are in the sample cabinet. The patient should not skip any doses of this medication. What should you do?

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## Procedure Competency Checklists

### PROCEDURE 7.1 CREATING A LETTER

#### Procedure Goal

To follow standard procedure for constructing a business letter

#### Scoring System

To score each step, use the following scoring system:

*1 = poor, 2 = fair, 3 = good, 4 = excellent*

A minimum score of at least a 3 must be achieved on **each** step to achieve successful completion of the technique. Detailed instructions on the scoring system are found on page x of the Preface.

#### Materials

Word processor or personal computer, letterhead paper, dictionaries or other sources