

MEMORANDUM

TO: Mrs. Smith, Operations Manager
FROM: Sarah Rigert, Clinical Coordinator
DATE: 2 January 2024
SUBJECT: Tuition Reimbursement Request

As an employee, I am investing in professional development through a six-month technical writing program. The program teaches aspects of written communication in the workplace including audience-centered voice, conciseness, structure, tone, and accuracy. Improved communication will increase patient satisfaction, team efficiency, and accuracy. This will maintain client base, optimize time and resources, and ensure positive legal standing for the clinic. Due to the impact these communication skills will have on the clinic's success, I am requesting tuition reimbursement of the program to accomplish our mutual goals.

Audience-centered communication will increase patient satisfaction in several ways. My role requires teaching patients complex information regarding medical conditions and treatment plans. Audience-centered communication conveys a message by only including relevant information and adjusting tone to meet cultural background, demographics, and knowledge level. Communication from an audience-centered perspective will build rapport and improve patients' understanding of the material. This will increase patient satisfaction, maintaining retention and acquisition of client base.

Clear communication will improve team efficiency and workflow. In managing a high caseload of clients, I communicate with colleagues through charts, messages, and emails to relay changes in patient condition and delegate critical tasks. Through the technical writing program, I am learning to deliver clear written messages through structure, conciseness, and an active voice. Structure, conciseness, and active voice allow the receiver to gain necessary information quickly and clearly. Clarity in staff communication will prevent duplication of tasks, ensure timely decision-making, and encourage collaboration to streamline processes, ultimately conserving resources.

Accurate communication will prevent errors and reduce harm. As clinical coordinator, I document and transmit a high volume of patient health information while constantly multitasking. Inaccuracies in this documentation could result in medical errors such as delayed, incorrect, or absent treatment. The technical writing program emphasizes the ethical significance of ensuring written communication is reliable and accurate, creating a work environment that prioritizes safety. This will prevent errors related to incorrect documentation or lack of documentation, ensuring the clinic is legally protected from medical errors.

Communication improvement will benefit the clinic by increasing patient satisfaction, optimizing team efficiency, and reducing errors. As a means of investing in these mutual goals, consider reimbursing my professional development program tuition of \$2,195.

Please reach out by next Friday to discuss reimbursement options.

Warmest Regards,
Sarah Rigert