

Title:

Using Written Interactions to Improve Outcomes, Enforce Compliance, and Promote Referrals

Presenter Name:

Michael D. Massey, DC

Total Hours:

1

Course Topic:

Communication, Compliance

Course Description:

Effective written communication is one of the most underutilized tools in a healthcare provider's toolkit. This 1-hour course explores how strategic, professional written interactions can improve clinical outcomes, support compliance, and open the door to ongoing referral relationships.

Course objectives:

- Identify key stakeholders for interprofessional and external communication, including providers, referral partners, and third-party entities.
- Construct clear, compliant written communications such as treatment summaries, referrals, progress updates, and discharge notes.
- Apply appropriate communication strategies and formats—including electronic media—while maintaining HIPAA compliance and enhancing professional relationships.

Hour-by-hour outline:

Hour 1:

- Who to communicate with, and how
- Evaluation and treatment summary, update, and discharge
- Other providers (consult, co-manage, and courtesy reporting)
- Referral providers (and potential referral providers)
- Communication considerations in the era of electronic media
- Employers, attorneys, coaches, and other entities
- Patient communication