



PHYSICIANS MEDICAL FORUM

"The ultimate reason to become a medical doctor is to help people. PMF is in this business"

DOCTORS ON BOARD® PROGRAM AND COMMUNITY HEALTH INTERNSHIP 2022 VIRTUAL PROGRAMS

Workshop: Communication 101 – Email & Virtual Etiquette

Workshop Panel: Stalfana A. Bello, M.P.A., Dana Abdelgadir, UCD Post Baccalaureate Program, Carolyn Washington, CCP, Tracey Broadhead Frith, Esq

I. EMAIL COMMUNICATIONS

1. Make sure your email address for professional communications is just that **PROFESSIONAL!**

- No nicknames, no inappropriate titles, and preferably have your name (or at least part of your name) somewhere in the email (this makes it easier to identify you)
- Sometimes an inappropriate email address can send your message to spam
- Consider establishing a separate gmail account for premed, medical school and residency communications. **DON'T FORGET TO USE IT.**
- When you are completing application and other important information and need to type in your email, double check it to make sure it is correct

2. If you are replying to an email someone sent you:

- Make sure you have addressed their message IN FULL – if they have asked for certain information, be sure you have responded accordingly and complete your response before hitting send
- Please use spell check – You don't want to have typos in your emails
- Include your full name and contact number at the end of the email that are professional

Examples:

Tijaan Henderson
University of California, Berkeley
B.S. Bioengineering | B.S. Business Administration
(XXX) XXX-XXXX | tissah@berkeley.edu | LinkedIn

OR

Kind Regards,
Demond Rodgers, Jr.
California State University, Sacramento, 2020
UC Davis SOM Post Baccalaureate Program, 2021
Phone: (XXX) XXX-XXXX

OR



Ziad Mohamoud Jowhar

M.D./Ph.D. Candidate, School of Medicine

University of California, San Francisco

ziad.jowhar@UCSF.edu | mobile: XXX-XXX-XXXX

Pronouns: He/Him/His

OR

Jacob Williams

LinkedIn | jacob.williams@berkeley.edu

[Intended] MCB Neurobiology and Business Administration

University of California, Berkeley | Class of 2024

“Live your life as though your every act were to become a universal law”

OR

Stephanie Lawless

Project Coordinator – Doctors On Board Program & Internship

Physicians Medical Forum

Post Baccalaureate, CSUEB 2-Y Student

Medical School Candidate | 2023

Cell: (XXX) XXX-XXXX

3. Know the difference between “REPLY” and “REPLY ALL” – they are NOT INTERCHANGEABLE

- Do not accidentally send a personal message to everyone on the email thread
- Reply is to send just to the person you received the email from
- Reply to All includes the CC list
- Know when to use Bcc: (blind copy – if sending to a group, they will not see these recipients)

4. Formatting is important – use paragraph breaks when writing emails

- Do not just have a chunk of text. Separate into short paragraphs (even a sentence or two can be considered a “paragraph”) **by topic**

5. Formatting is important – use paragraph breaks when writing emails

- No slang, no abbreviations (unless it is the name of an organization, etc. that the recipient is familiar with), no “texting” language
- Be careful with your abbreviations – **remember this is not a TEXT message**
- Well written concise email could make a lot of difference for support, admissions, scholarships, etc.

6. If someone indicates a message is important or urgent, respond in a timely manner (ASAP)!

7. Utilize the subject line efficiently

- Include a Subject Line that reflects what you are doing. Sometimes you may want to change/update the subject line. For example: the original email was general but now you are requesting information on a scholarship. This helps the reader to respond better and even more timely to you.
- Can be short and straight to the point to give your recipient an idea of what your message is regarding
- This can also help distinguish your message if the person receives a lot of emails per day

8. Greet your recipient properly and use proper closing statements/sign-offs

- Use their name and/or organization name in your email
- These can be short and sweet if necessary, but do not just go straight into your message - especially if this is someone you are not very familiar with!
- Keep it professional

9. Introduce yourself

- Give some context on who you are IF this is someone who does not know you, or give a reminder (who you are, where you met, etc.) if it is someone you have not communicated with for some time

10. If you are trying to set up a meeting, offer several potential dates/times for the recipient to choose from

- Make sure to indicate flexibility if they are unavailable during those times

11. Proofread before hitting "SEND"

- Make sure you are being clear and concise, and make sure your message will be understood as intended by the intended recipient
- What is the purpose of the message? What is your "ask"?
- Spelling errors can sometimes lead to confusion and the need for more (unnecessary) email correspondence
- Double check email addresses and phone numbers

12. Be kind and courteous

- People are busy and may not always get back to you right away. Be patient and follow-up gently/kindly if need be (and if enough time has passed)
 - Do not make demands, instead ask for someone's "consideration" of your request
 - Be flexible! There will come a time when you might need someone's grace and flexibility, so offer the same in your communications
 - Thank them for their time and consideration. NEVER in a text. Always send in an email.
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- Make sure you email or send a note of “thank you that expresses your appreciation and that it is appropriate and fits the gift/award/letter, etc.” Remember, this represents who you are and your appreciation.

Examples:

If someone gives you a \$2,000 scholarship, grant or award

OR

writes a letter of recommendation for you

OR

assists you with getting into a program, job, internship or other opportunities

OR

provides you with some valuable information that was helpful to you, etc.

II. OTHER COMMUNICATIONS

1. Zoom tips

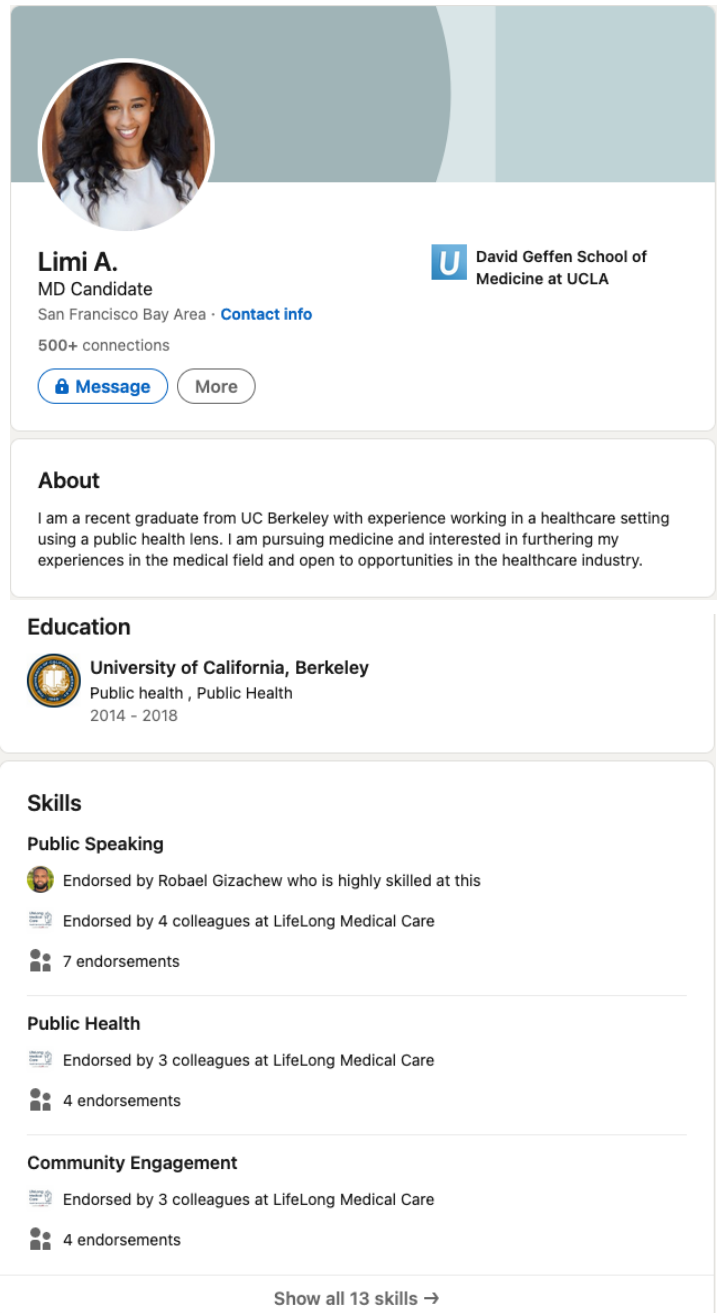
- Mute microphone when you are not speaking
- Turn on camera if and when appropriate
 - Make sure you have an appropriate background image, OR that there is not too much distraction in the space behind you
- Do not interrupt speakers
 - Use chat box or “raise hand” feature

2. Telephone tips

- Have a professional voicemail set up and make sure your voicemailbox is not full
 - Do not call people too late (unless you know them personally and their preferences)
 - Make sure you give the correct phone number to others who might try to reach you
 - Ask about preferences: calls, texts or emails?
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3. Update your LinkedIn Profile



- Add Physicians Medical Forum – Doctors On Board Program & Internship
- Project Coordinator
- Program Coordinator/Outreach
- Other PMF activities
- Scholarship, stipends, etc.





Limi A.
MD Candidate
San Francisco Bay Area · [Contact info](#)
500+ connections
[Message](#) [More](#)

About
I am a recent graduate from UC Berkeley with experience working in a healthcare setting using a public health lens. I am pursuing medicine and interested in furthering my experiences in the medical field and open to opportunities in the healthcare industry.

Education
 **University of California, Berkeley**
Public health , Public Health
2014 - 2018


Skills
Public Speaking
 Endorsed by Robael Gizachew who is highly skilled at this
 Endorsed by 4 colleagues at LifeLong Medical Care
7 endorsements


Public Health
 Endorsed by 3 colleagues at LifeLong Medical Care
4 endorsements


Community Engagement
 Endorsed by 3 colleagues at LifeLong Medical Care
4 endorsements


[Show all 13 skills →](#)


Experience

 **MD Candidate**
David Geffen School of Medicine at UCLA
Aug 2021 - Present · 9 mos

 **Program Assistant and Outreach**
PHYSICIANS MEDICAL FORUM
May 2016 - Present · 6 yrs
Oakland, CA
As a program assistant I plan and execute the yearly Doctors on Board Pipeline Program for 150-200 black and other minority students. This program ...see more

 **Resource Navigator for COVID-19 CI/CT Program**
LifeLong Medical Care · Full-time
Dec 2020 - Jun 2021 · 7 mos

 **Peer Navigator**
Stanford Medicine Office of Community Engagement
Dec 2018 - Dec 2020 · 2 yrs 1 mo
The focus of this group is on African-American women and breast cancer. This group is under the office of community engagement, and we consist o ...see more

 **Americorps Recruitment & Capacity Leader**
LifeLong Medical Care
Dec 2019 - Sep 2020 · 10 mos

[Show all 10 experiences →](#)

4. Other tips

- When providing photos of yourself for professional use, or when choosing photos for profiles (Zoom, email, LinkedIn, etc.):
 - Try not to use selfies – if possible, have anyone you know take a photo of you
 - Make sure you are dressed appropriate
 - Take pictures against plain backgrounds (a wall works just fine!)
 - Try to center yourself in the frame and leave margins around your silhouette