Clinic letter templates — 5 specialties

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Drawn from 8,100 approved letters · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The templates are not invented: they are read from 8,100 clinic letters the department produced and approved over six months.** Every line can be checked against existing documents, and every template changes with a word.

Why a written template changes the cost of proofreading

Finding across 8,100 clinic letters	Value	What it costs today
Corrections about layout	**68 %**	**A medical administrative assistant re-lays out instead of proofreading the substance**
Corrections about medical content	32 %	The work proofreading must keep
Departmental templates written before this work	**0 of 5**	**Five ways of writing lived in staff memory**

Finding across 8,100 clinic letters	Value	What it costs today
Time to reach the family doctor	**6.4 days**	of which **5.1 days of waiting before typing** — a queue, not slowness

What each template carries

Template section	Content	What it is for day to day
Order of sections	Reason · history · examination · investigations · conclusion · plan	The correspondent finds the conclusion in the same place in every specialty
Items the specialty always records	**Weight and height in endocrinology, expiratory flow in respiratory medicine**	**The most frequent omission becomes impossible**
Expected units	Standard writing of units and values	Removes unit proofreading, source of 11 % of layout corrections
Opening and closing formulas	4 approved formulas per specialty	The two places where the department is recognised
Departmental lexicon	**240 in-house abbreviations collected from the doctors**	**They left with every retirement**

The five templates are read in one hour by the lead doctors and the two nurse managers, and apply from the next dictation. They stay amendable at any time, every amendment being dated.

> **A template decides nothing.** It fixes the form; the medical content stays dictated by the doctor and approved by them. No clinic letter leaves the department without their named sign-off.

For the department to settle

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Lead doctors appointed to read the five templates: _____

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