



15. Written Communication

BVPT-104: English & Communication

Unit 4: Business Communication

Topic: Written Communication - Crafting Effective Emails, Reports, and Business Letters

☒ What is Written Communication?

Written communication involves sending messages through **written words** (typed or handwritten). It is permanent, can be reviewed later, and is especially useful in **professional and healthcare settings**.

As a **physiotherapy student or practitioner**, you'll need to:

- Write emails to patients or supervisors
- Prepare treatment or patient progress reports
- Draft formal business letters or job applications

☐ 1. Emails - Professional and Clear Digital Messages

Structure of a Formal Email:

To: [Recipient's email]
Subject: [Clear and specific]
Salutation: Dear Sir/Madam or Dr. Sharma,

Body: Write in 2-3 short paragraphs
Closing: Regards / Sincerely
Signature: [Your full name, designation]

✓ Best Practices:

Do	Don't
Use clear subject line	Write all in capital letters
Keep language formal	Use slang or emojis
Be polite and concise	Include irrelevant personal info
Proofread before sending	Send without checking for typos

☐ Example Email:

Subject: Request for Progress Report Review

Dear Dr. Mehta,

I hope this message finds you well. I am writing to request your review of Mr. Ramesh's physiotherapy progress report. Please let me know a convenient time to discuss it.

Thank you for your support.

Sincerely,

Amit Khanna

BPT Intern, XYZ Hospital



□ 2. Reports - Documenting Information for Record or Review

Types in Healthcare:

- Patient Progress Reports
- Case Study Reports
- Injury Evaluation Reports

Key Elements of a Physiotherapy Report:

Section	Content
Patient Info	Name, age, ID number, diagnosis
History	Medical/surgical history, presenting complaint
Assessment	Range of motion, strength, pain score, gait analysis
Treatment Plan	Exercises, modalities, frequency, therapist's observations
Progress Notes	Date-wise response to therapy, improvements, issues
Conclusion	Next steps or discharge plan

✓ Tips:

- Use clear headings and bullet points
- Keep tone objective, avoid emotions/opinions
- Use medical terminology appropriately
- Sign with your full name, date, and designation

□ 3. Business Letters - Formal Communication with External Agencies

Used for:

- Job applications
- Internship requests
- Equipment purchase/repair requests
- Letters to insurance or government authorities

Format of a Business Letter:

[Your Name]
[Your Address]
[City, State – PIN]
[Date]

To
[Receiver's Name/Designation]
[Company/Hospital Name]
[Address]

Subject: [Precise topic]

Dear Sir/Madam,

[Intro – why you are writing]



[Body – details of request/information]
[Closing – thank you, expectation]

Yours sincerely,
[Your Signature]
[Full Name, Position]

□ Example Letter:

Subject: Request for Internship in Physiotherapy Department

Dear Sir/Madam,

I am a 3rd year BPT student at ABC College and wish to apply for a 6-week internship at your reputed centre. I am particularly interested in gaining exposure to musculoskeletal rehabilitation.

Kindly find my resume attached.

Thank you for your consideration.

Yours sincerely,

Sneha Verma

BPT Student

□ Summary Table

Type of Writing	Use Case Example	Key Feature
Email	Writing to your HOD or patient	Clear subject, polite tone
Report	Weekly progress update of patient	Structured, clinical language
Business Letter	Internship or equipment request	Formal format, left alignment

□ Self-Practice Tasks

1. Write an email requesting a certificate from your department.
2. Draft a one-page progress report for a post-stroke patient.
3. Write a formal letter applying for a physiotherapy internship.