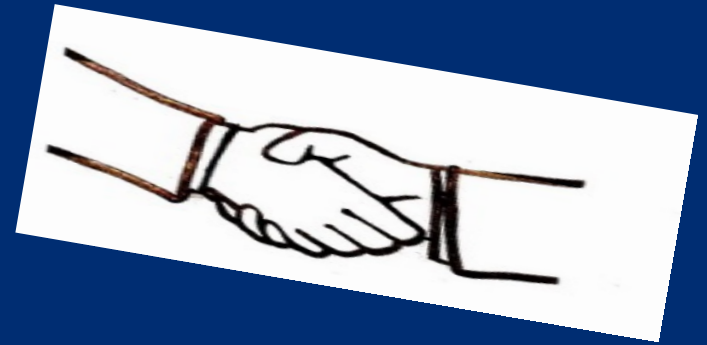


# PROFESSIONAL COMMUNICATION



APRIL 14, 2023

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**NEW YORK INSTITUTE  
OF TECHNOLOGY**

College of Osteopathic  
Medicine

**PROFESSIONAL COMMUNICATION:  
WHY IS IT IMPORTANT?  
...IT IS MEDICINE'S BACKBONE!**



**RESEARCH SHOWS THAT - IN ADDITION TO CLINICAL  
COMPETENCE - A PHYSICIAN'S COMMUNICATION  
SKILLS ARE PARAMOUNT.**

**ACCURATE EXPLAINING, ACTIVE LISTENING,  
GENUINE EMPATHIZING LEAD TO PATIENTS'  
CONFIDENCE, TRUST, ADHERENCE, AND ...  
*\*BETTER HEALTH OUTCOMES\****

**MAINTAIN "GOOD HABITS" NOW IN YOUR  
PRE-CLINICAL YEARS.**

# TYPES OF COMMUNICATION

WRITTEN

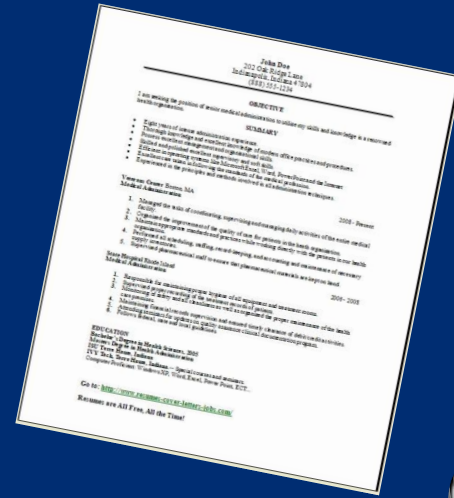
VERBAL /  
NON-VERBAL

SOCIAL MEDIA  
(BE CAREFUL!!)

VIRTUAL (ZOOM)

DOCUMENTS (YOUR CV)

“INTANGIBLE” (ADHERING TO DEADLINES)



## WRITTEN:

- ✓ CHECK EMAIL REGULARLY
- ✓ USE THE RECIPIENT'S CORRECT SALUTATION (I.E. DR., MR., MS.) NOT, FIRST NAME.
- ✓ AVOID INFORMAL GREETINGS LIKE "HEY"
- ✓ AVOID CONTRACTIONS (I'M, DON'T, WE'VE) – THEY ARE LESS "FORMAL"
- ✓ AVOID ABBREVIATIONS / ACRONYMS i.e. AOCR = American Osteopathic College of Radiology
- ✓ ALWAYS SAY...



- ✓ SIGN WITH AN E-SIGNATURE LIKE THE FOLLOWING:

**First Name Last Name**  
Student Physician, OMS-II  
NYIT College of Osteopathic Medicine  
Tel: ###.###.### | [yourname@nyit.edu](mailto:yourname@nyit.edu)



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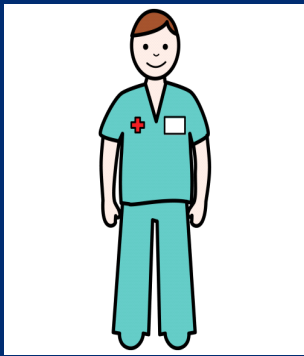
## *HOW TO WRITE A CLEAR AND CONCISE EMAIL:*

- ✓ label your subject (request/information)
- ✓ get right to the point (respectful of their time)
- ✓ have a clear request
- ✓ if it's too long to put in an email, call them
- ✓ feel free to add "I hope you had a good weekend!" if you typically have a friendly tone. But that's it! 🙋

# INFORMATIONAL INTERVIEWS

OBJECTIVE:

*TO OBTAIN KNOWLEDGE AND INSIGHT ABOUT A MEDICAL SPECIALTY FROM  
SOMEONE IN THE FIELD*



## WHO?

FACULTY MEMBER

FACULTY MENTOR

PRINCIPAL RESEARCH INVESTIGATOR

YOUR OWN PHYSICIAN

CURRENT (OR FORMER) SUPERVISOR WHERE YOU HAVE WORKED OR  
'SHADOWED'

PRECEPTOR: RESIDENT / ATTENDING

POTENTIALLY ANYONE IN YOUR 'CIRCLE' OF FAMILY OR FRIENDS  
(I.E. A PEER'S MOM IS AN ANESTHESIOLOGIST, OR YOUR NEIGHBOR IS AN  
INTERVENTIONAL RADIOLOGIST,  
OR YOUR COUSIN'S HUSBAND IS A PHYSIATRIST)

# TYPES OF QUESTIONS



## QUESTIONS ABOUT THE PERSON'S **PRESENT** PROFESSIONAL EXPERIENCE:

- **WHAT IS A TYPICAL DAY LIKE?**
- **WHAT IS THE MOST CHALLENGING ASPECT OF YOUR JOB?**
- **WHAT ARE THE COMMON QUALITIES OF THOSE WHO ARE SUCCESSFUL IN YOUR POSITION?**

## QUESTIONS ABOUT THE PERSON'S **PAST** PROFESSIONAL EXPERIENCE:

- **WHAT WAS YOUR APPLICATION / INTERVIEW PROCESS LIKE?**
- **WHAT WOULD YOU DO DIFFERENTLY, IF YOU COULD?**
- **WHEN YOU THINK ABOUT YOUR FIRST YEAR AS A RESIDENT, WHAT ACTIVITIES/ACTIONS WERE KEY TO YOUR SUCCESS?**

## QUESTIONS ABOUT THE PERSON'S PROFESSIONAL **FUTURE** (AND THOSE ABOUT HOW YOU CAN BE SUCCESSFUL):

- **WHAT ARE SOME CAREER PATHS THAT OPEN FOR SOMEONE IN YOUR POSITION 5 – 10 YEARS DOWN THE ROAD?**
- **I HAVE A COPY OF MY CV. COULD YOU LET ME KNOW YOUR THOUGHTS ON HOW I CAN IMPROVE IT TO BE MORE COMPETITIVE IN THIS FIELD?**
- **WHAT ADVICE DO YOU HAVE FOR A MEDICAL STUDENT, LIKE ME, WHO WANTS TO PURSUE THIS FIELD?**

# REQUESTING LETTERS OF RECOMMENDATION



WHEN YOU BEGIN 3<sup>RD</sup> YEAR CLINICAL ROTATIONS, YOU WILL CONNECT WITH PRECEPTORS/ATTENDINGS FROM WHOM YOU WILL BEGIN REQUESTING “LETTERS OF RECOMMENDATION” FOR RESIDENCY .

TO ENSURE THAT YOU OBTAIN THE BEST POSSIBLE LETTERS, PROFESSIONAL BEHAVIOR IS IMPERATIVE, INCLUDING DEMONSTRATING HUMILITY AND COLLEGIAL RELATIONSHIPS WITH ALL HOSPITAL STAFF AND YOUR PEERS.

IT IS BEST TO REQUEST A LETTER FACE-TO-FACE, IN ADVANCE, AND FOLLOW UP WITH A POLITE EMAIL.

YOUR LETTER WRITERS WILL MOST LIKELY REQUEST AN *UP-TO-DATE* MEDICAL CV, IN ORDER TO DRAFT A COMPLETE LETTER ON YOUR BEHALF. MAKE SURE YOU’VE SENT ME YOUR CV FOR REVIEW AND REVISION.



# Continuously update your professional CV :

## Email to me ([jvivia01@nyit.edu](mailto:jvivia01@nyit.edu)) for review whenever you need!

### NAME

Street Address  
Town, State Zip

Telephone Number  
E-Mail@NYIT.edu

### EDUCATION

**NYIT College of Osteopathic Medicine (NYITCOM)** Old Westbury, NY  
Doctor of Osteopathic Medicine (D.O.), anticipated May 2025

**Other Higher Education Institution** Town, State  
Degree Type (M.A., M.S., M.B.A., M.P.H.), Major, Graduation Date

**Undergraduate Institution** Town, State  
Degree Type (B.A., B.S., B.B.A.), Major, May 2022

### HONORS \*

Departmental Honors for Senior Thesis, 2022  
Dean's List, 2018 - 2022

Psi Chi Psychology Honors Society, 2020

*\*Do not list any honors associated with course work (those are part of your transcript)*

### RESEARCH EXPERIENCE

**Institution / Department** Town, State

**Position** (*i.e.*, Research Assistant) Start - End Dates

**Mentor:** Name and Degree

**Project Title:**

- Brief description of project (start each with a strong action verb)

**NYITCOM** Old Westbury, NY

**Research Fellow - Department of Osteopathic Manipulative Medicine** Start - End Dates

Mentor: John E. Medical, D.O.

Project Title: "Effects of ... on ..."

- Brief description of project (start each description with a strong action verb)

**Research Assistant - Department of Anatomy** Start - End Dates

Mentor: John E. Medical, D.O.

Project Title: "Effects of ... on ..."

- Brief description of project (start each description with a strong action verb)

### PUBLICATIONS \*

Last, First, Middle Initial of authors as listed in the paper. Underline your name.

Article Title, Journal Name, Publication Date; Vol (Issue): Pages.

\*May include abstracts and papers, which are:

- > "In Preparation for Publication" (you are an author)
- > "Submitted for Publication" (paper has been submitted)
- > "In Press" (paper has been accepted for publication)

Medical, John E., Your Name, Doe, J. "Effects of ... on ..." Journal of the American Osteopathic Association. August 9, 2019; Vol. 315 (Issue 2): pp. 230 - 243.

### PRESENTATIONS

Name of Conference / Workshop / Meeting, Presentation Title, (if 'placed', list here), Date, Town, State

American Osteopathic Association Poster Competition, Title of presentation, October 3, 2022, Orlando, FL

### WORK / INTERNSHIP EXPERIENCE

**Company** Town, State

**Job Title** Start - End Dates

- Responsibilities (start each description with a strong action verb)

**Binghamton University** Binghamton, NY

**Resident Assistant** September 2020 - May 2021

- Supervised student living and developed educational programs on diversity, relationships, and academics.

**Park Slope Volunteer Ambulance Corps** Brooklyn, NY

**Crew Chief, EMT-B and Dispatcher** January - June 2020

- Collaborated with dispatch to coordinate quality patient care and provide on-site leadership in crisis situations.

### TEACHING / TUTORING EXPERIENCE

**Institution** Town, State

**Title - Course Name** Start - End Dates

- Responsibilities (start each description with a strong action verb)

**Binghamton University** Binghamton, NY

**Tutor - Introduction to Anatomy** August 2021 - May 2022

- Tutored second year students in their anatomy course.

### CO-CURRICULAR / VOLUNTEER EXPERIENCE

**Organization or Institution** Town, State

**Title** Start - End Dates

- Responsibilities (start each description with a strong action verb)

**NYITCOM** Old Westbury, NY

**Volunteer - Rock Steady Boxing** October 2022 - Present

- Support patients with Parkinson's disease during boxing class designed to reduce symptom severity.

**South Nassau Communities Hospital Health Fair** Oceanside, NY

**Volunteer** November 2021

- Performed blood pressure measurements and consulted patients regarding blood pressure reading.

### PROFESSIONAL ORGANIZATIONS

Student Osteopathic Medical Association

American Academy of Family Physicians

American Osteopathic Association (all students should include this, as you are a member starting in year one)

### CERTIFICATION / HEALTH-RELATED LICENSES\*

Emergency Medical Technician - Basic (EMT-B), 2021

\*Continue to add certifications as you complete them throughout medical school (*i.e.*, ACLS, OSHA, HIPAA, etc.)

### LANGUAGE SKILLS\*

Fluent: Spanish

Conversational: French

Basic Knowledge: Hindi

\*Include only languages other than English

### INTERESTS

Reading, Hiking, Scuba Diving, Cello

# ADHERE TO DEADLINES!



## WHY?

DEADLINES ARE FOR A REASON AND IT IS IN YOUR BEST INTEREST TO ALWAYS ADHERE TO THEM! NOT ADHERING TO THEM IS UNPROFESSIONAL!

MEETING DEADLINES GIVES AMPLE TIME TO THE FACULTY, STAFF, AND PRECEPTORS WHO ARE HELPING TO ENSURE THE BEST END RESULT FOR YOU.

## *\*NOTE:*

WE ARE ON YOUR SIDE AND DEDICATED TO YOUR SUCCESS, BUT PLEASE REMEMBER THAT WE ARE HUMAN BEINGS TOO (WE CANNOT DO OUR BEST WORK FOR YOU IF WE ARE STRESSED.)

EXTENUATING CIRCUMSTANCES HAPPEN (THIS IS LIFE!) SO, IF YOU HAVE AN ISSUE WITH A DEADLINE, GIVE AS *MUCH ADVANCE NOTICE* AS YOU POSSIBLY CAN.

# CONTACT INFORMATION

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**SENIOR CAREER ADVISOR**

**SEROTA 236**

**516-686-3868**

**JVIVIA01@NYIT.EDU**