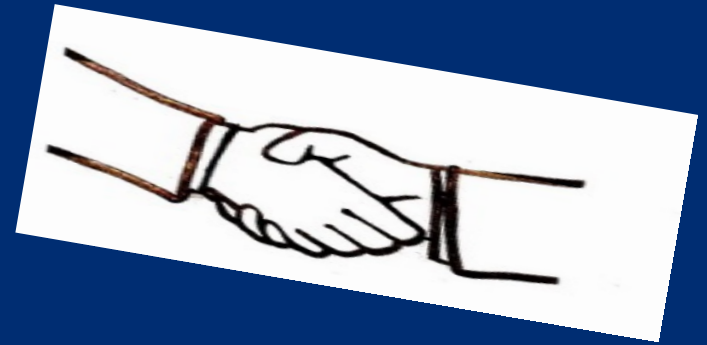


PROFESSIONAL COMMUNICATION



JULY 2, 2024

**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" DURING
YOUR CLINICAL YEARS.**

TYPES OF COMMUNICATION

WRITTEN

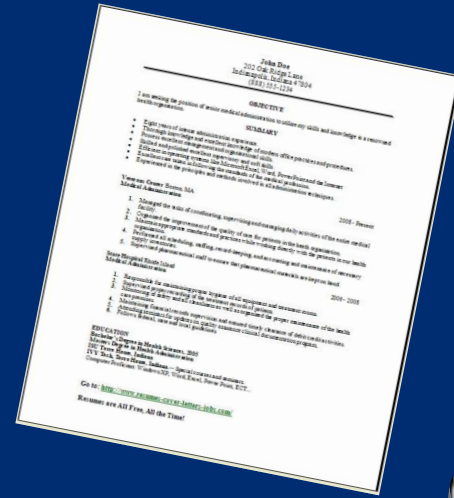
VERBAL /
NON-VERBAL

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 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 III
NYIT College of Osteopathic Medicine
Tel: ###.###.### | yourname@nyit.edu



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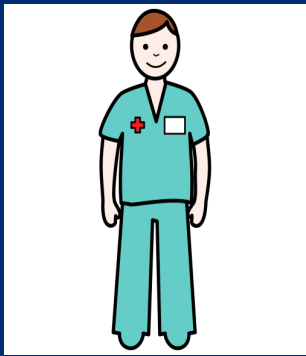
HOW TO WRITE A CLEAR AND CONCISE EMAIL:

- ✓ 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 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 3RD 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) for review whenever you need!

NAME

Street Address
Town, State Zip

Telephone Number
E-Mail@NYIT.edu

MEDICAL EDUCATION

NYIT College of Osteopathic Medicine (NYITCOM) Old Westbury, NY
Doctor of Osteopathic Medicine (D.O.), anticipated May 2026

*For EPPs with another medical degree, list it here

UNDERGRADUATE EDUCATION

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, 2019
*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 - August 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 2021

- 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 2019 - 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), 2022
*Do not include required certifications (i.e. ACLS, OSHA, HIPAA, etc.)

LANGUAGE SKILLS

Fluent: Spanish
Basic Knowledge: Hindi

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
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JVIVIA01@NYIT.EDU