



菲臘牙科醫院
The Prince Philip Dental Hospital



Tips to write an email

Information Technology Office

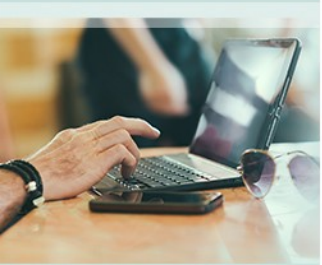
Focus on quality



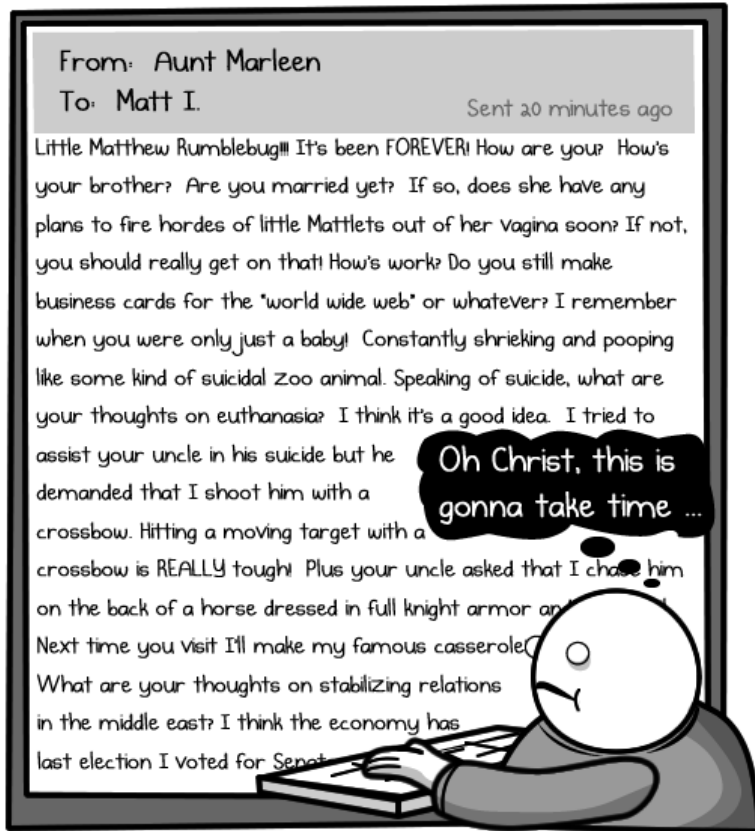
- Consider and plan the content of the e-mail message before writing or sending it;
- Summarise the important points with factual and brief statements;
- Determine when it is more appropriate to talk to a colleague rather than send multiple messages on a single topic; and
- It's all about quality, **NOT** quantity.

Clear subject line

- Ensure the subject line of the email states the message content & purpose. Use the following subject line headings to indicate the importance of the message and the expected response:
 - **URGENT:** Must be acted on today or requires immediate attention
 - **ACTION:** Not necessarily due today, but action is required to complete a certain task
 - **REVIEW/ APPROVE:** Must be reviewed and approved
 - **DECISION NEEDED:** Must provide a decision or direction in response to e-mail
 - **IMPORTANT:** Must be read but no action is required
 - **FYI:** Content is informational only and no action is required



Summarise long email strings



Prior to forwarding an e-mail with several attached e-mails, please try to

- summarise the content of the e-mail strings and what the recipients are expected to do without reading several attachments to determine the necessary content and call to action.
- ensure e-mail strings to be forwarded should only be addressed to the appropriate person(s) on a **need-to-know basis**.
- review all of the recipients' names **before selecting "Reply to All"**, to ensure everyone needs to receive the message.

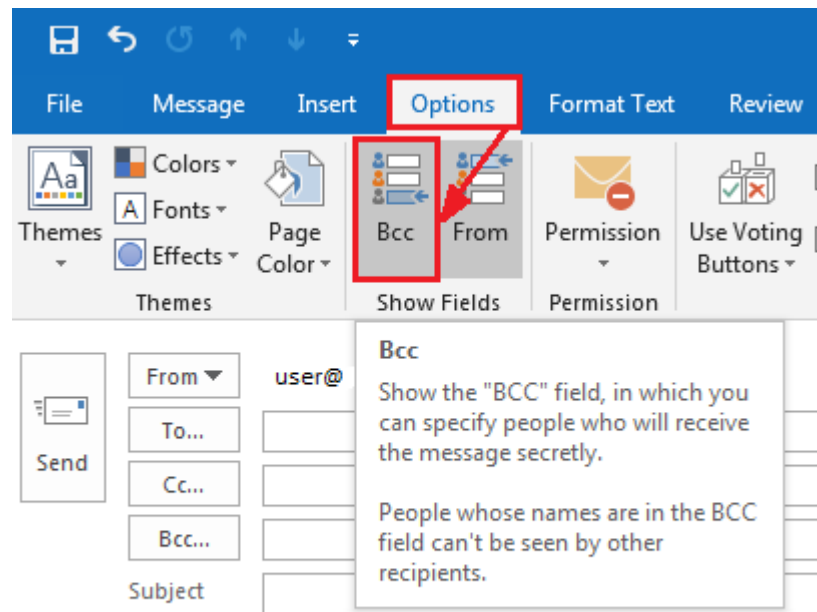
Confidentiality



Consider to **place distribution lists/ groups in the "bcc" line**, rather than the "to" line, it would help

- full list of names does not appear in the email that is received by colleagues;
- this practice also prevents recipients from using "Reply to All" when they really only need to reply back to the sender.

While communication among offices should be prompt, **special attention should be paid to sensitive and confidential subjects** before sending any emails.





Out of Office







Prior to departure for leave of absence, Hospital employees should

- set an auto-reply on “**out-of-office**” to notify any email senders that the employees are out of office; and
- Provide the leave period and the contact persons of the Hospital in case of emergency.

Automatically reply once for each sender with the following messages:

 Inside My Organization  Outside My Organization (Off)

Segoe UI 8 **B** *I* U **A**    

Please note that I am currently on vacation.
I will read my emails upon my return on 10-Aug.
For any urgent matter, please contact my manager.

Best regards,

Your Signature

Rules... OK Cancel