

Business Communication Skills for Healthcare Professionals

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Business Communication in Healthcare Settings

Business communication skills are essential for healthcare professionals because healthcare organizations depend on accuracy, clarity, teamwork, and trust. In medical and healthcare settings, communication is not only about exchanging information. It also affects patient care, workplace relationships, employee satisfaction, organizational productivity, and professional decision-making. Healthcare professionals work with supervisors, managers, physicians, nurses, administrative staff, patients, insurance companies, and other departments. Because of this, they must know how to communicate effectively through different methods, including emails, instant messages, phone calls, and face-to-face interactions. Each communication method has its own importance, and the choice depends on the urgency, sensitivity, and complexity of the message.

Emails and instant messaging are useful ways to communicate with a supervisor or manager, especially when convenience is considered from both sides. Emails allow healthcare professionals to communicate in a formal and organized way. They are useful for sending reports, updates, schedules, requests, records, and non-urgent information. Emails also provide written documentation, which can be helpful when information needs to be reviewed later. In healthcare administration and medical information management, written communication is important because accuracy and recordkeeping are essential. A well-written email can prevent confusion and make sure that all important details are clearly stated.

Instant messaging is also useful in the workplace because it allows quick communication. In some situations, employees need an immediate clarification or a short response from a supervisor. For example, a medical information manager may need to confirm a deadline, ask about a patient record process, or clarify a coding-related issue. In such cases, instant messaging can be more efficient than waiting for a formal email response. It saves time and helps employees handle urgent matters quickly. However, instant messaging should still remain professional, respectful, and clear because workplace communication must maintain proper standards.

Face-to-Face Communication and Professional Trust

On the other hand, face-to-face communication is one of the most effective ways to build trust and

understand another person's communication style. Face-to-face encounters help individuals know each other's communication preferences, needs, tone, and expectations. When people speak in person, they can observe body language, facial expressions, eye contact, and gestures. These nonverbal signs help clarify the meaning of spoken words. In many cases, face-to-face communication reduces misunderstanding because both individuals can ask questions and receive immediate feedback.

The communication skill I would prefer while having a business conversation as a medical and health information manager is face-to-face interaction. This is because face-to-face communication creates a sense of trust between two individuals and allows them to connect more directly. In a healthcare environment, trust is very important because employees must work together to manage sensitive information, solve problems, and support patient care. Face-to-face interaction helps confirm that the message is understood correctly and that both individuals are engaged in the conversation. It also allows actions, expressions, and tone to support spoken words.

Personally, I think face-to-face encounters would help me build a stronger professional relationship with my supervisor or boss. Such communication would help me understand expectations more clearly and respond with confidence. It would also allow me to explain complex issues in detail, especially when the matter involves health information management, workplace responsibilities, patient records, compliance, or team coordination. A face-to-face meeting can help create a respectful working relationship because it shows that the issue being discussed is important enough to deserve direct attention.

Communication Preferences and Situational Adaptation

However, it is also important to recognize that my communication preferences may not always match my supervisor's communication preferences. Every individual has a different style of communication. Some supervisors may prefer emails because they are organized and provide written records. Others may prefer instant messages because they allow quick updates. Some may prefer face-to-face meetings for detailed discussions. Therefore, an effective healthcare professional must be flexible and adapt to the communication style of the supervisor, the organization, and the situation.

The method of communication also depends on the urgency of the situation and the nature of the information being conveyed. For example, if there is a need for instant clarification or immediate response, I would prefer sending an instant message or writing a short email to the supervisor. This would be useful when the matter is simple, urgent, and does not require a long discussion. If the issue involves a deadline, a schedule change, or a quick confirmation, instant messaging may be the best option.

On the other hand, for time-sensitive issues or more complex situations, I believe that a face-to-face

meeting or phone conversation would allow clearer and more effective communication. Complex issues may include workplace conflicts, policy changes, patient privacy concerns, performance feedback, project planning, or problems involving multiple departments. These matters often require explanation, discussion, and immediate clarification. In such cases, written messages may not be enough because they can be misunderstood or may lack emotional tone. A direct conversation can reduce confusion and help both sides reach a better understanding.

Organizational Culture, Morale, and Productivity

In the workplace, effective communication is a key tool that builds a healthy organizational culture. A workplace with strong communication is more likely to have trust, cooperation, and professionalism. Employees feel more comfortable when they understand their responsibilities, receive clear instructions, and have opportunities to ask questions. In contrast, poor communication can create confusion, conflict, low morale, and reduced productivity. In healthcare settings, poor communication can also lead to serious mistakes because information must be accurate and timely.

Effective communication also boosts employee morale. When employees feel heard and respected, they are more motivated to perform well. A supervisor who communicates clearly and respectfully can build confidence among staff members. Similarly, employees who communicate professionally can contribute to a positive work environment. Good communication helps employees feel that they are part of a team rather than isolated individuals. This sense of belonging can improve job satisfaction and reduce workplace stress.

Communication also helps maintain the quality of working relationships. Healthcare professionals often work in teams, and teamwork depends on open and respectful communication. Employees must share information, ask questions, give updates, and coordinate tasks. If communication is weak, team members may misunderstand each other or duplicate work. This can affect the quality of services and create frustration. Good communication skills help team members express their concerns, articulate their opinions, and provide useful feedback. This leads to a more honest and transparent working environment.

Collaboration and Interdepartmental Coordination

Furthermore, knowing how to communicate effectively leads to better collaboration between employees, employers, supervisors, and colleagues. Collaboration is especially important in healthcare because many tasks require coordination among different departments. A medical and health information manager may need to work with clinical staff, billing departments, administrative teams, and technology support. Clear communication ensures that everyone understands what needs to be done and how it should be completed. This supports efficiency and reduces errors.

Good communication practices in the workforce can also prevent teamwork issues and help resolve

problems related to projects and tasks (Guo & Sanchez, 2005). For example, if a project is delayed because team members are unclear about their responsibilities, effective communication can identify the problem and provide a solution. If employees disagree about a process, respectful discussion can help them reach an agreement. If a supervisor needs to correct an employee's mistake, constructive communication can solve the issue without damaging morale.

Another important benefit of effective workplace communication is that it keeps staff members informed. In healthcare organizations, employees must stay updated about policies, procedures, schedules, patient information rules, and organizational changes. When staff members are kept in the loop, they are more confident and productive. They know what is expected of them and how to perform their duties properly. This improves both organizational productivity and employee satisfaction.

Internal and External Communication in Healthcare

Internal and external communication are both important in healthcare. Internal communication occurs among employees within the organization, such as between staff and supervisors. External communication occurs with patients, families, insurance companies, suppliers, or outside agencies. Both forms of communication require professionalism, clarity, and respect. A healthcare professional must be able to adjust communication according to the audience. For example, communication with a supervisor may be more direct and task-based, while communication with a patient may require more empathy and simple language.

For a medical and health information manager, communication skills are especially important because this role involves handling sensitive information. Health information must be managed accurately, confidentially, and ethically. Miscommunication can lead to errors in records, delays in processing, or privacy concerns. Therefore, professionals in this field must communicate carefully and follow organizational policies. They must also be able to explain information clearly to colleagues and supervisors.

In conclusion, business communication skills are essential for healthcare professionals because they support trust, teamwork, productivity, and workplace satisfaction. Emails and instant messaging are useful for convenience, quick updates, and written documentation, while face-to-face communication is valuable for building trust and discussing complex issues. As a medical and health information manager, I would prefer face-to-face communication for important business conversations because it allows clearer understanding and stronger professional connection. However, I also recognize that communication methods should depend on the urgency and nature of the information. Effective communication in the healthcare workplace improves collaboration, reduces conflict, supports employee morale, and ensures that every member of the organization has the information needed to perform their job well.

Reference

Guo, L. C., & Sanchez, Y. (2005). Workplace communication. *Organizational Behavior in Health Care*, 4, 77-110.