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Food For Thought



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Just 7 more Medicare customers can deliver over \$1 million to your top line.

This additional revenue offsets losses from Medicaid reimbursement rates.

Does your organization need to grow revenue?

Clint Maun and Maun-Lemke have over 25 years of expertise in "changing the results of healthcare". We have learned through that to assure their sustainability, LTC organizations **must not be** revenue dependent upon Medicaid.

Maun-Lemke's proven A.R.M.S. Length Revenue Enhancement System can be implemented cost-effectively through our step-by-step process and web-based computer consulting support. For information on the A.R.M.S. Length System and how your organization can achieve their full Revenue potential, call Kathy Cain or Chad Maun at (800) 356-2233.

[Common e-mail Mistakes: Are You a Chief Offender??](#)

For most of us, e-mail has become one of our primary communication tools. In fact, we seem to use it so often, that it has become quite easy to shoot off several e-mails without putting much thought into it. Unfortunately, simple e-mail mistakes can be disastrous. They can tarnish your professional reputation, and in some cases, cost you your job.

Here are some of the worst e-mail mistakes employees make. Take special note, so that you can avoid them.

- **Forwarding non-work-related e-mails.** Whether it's a silly joke or a heartwarming charity, there's never a time to share an e-mail forward using your work e-mail. Keep the jokes and the e-mail forwards for your personal e-mail account.
- **Forgetting the attachment.** If your e-mail includes an attachment, upload the file to the e-mail before composing it. This eliminates the embarrassing mistake of forgetting it before hitting "send", and having to send another e-mail saying you forgot the attachment.
- **Expecting an instant response.** Don't send an e-mail and show up at the recipient's desk 30 seconds later asking if they've received it. If you're dealing with an urgent issue, pick up the phone or schedule a meeting; don't expect instantaneous responses to your e-mails.
- **Neglecting basic manners and greetings.** People often can't tell the tone of your e-mails, so starting off with simple greetings can help set a positive and friendly tone. Say "hi" at the start of the message and "thanks" at the end. Be polite, yet brief.
- **Forgetting or omitting the subject line.** The subject line is your headline. Make it interesting, and you'll increase the odds of getting the recipient's attention. You should consistently use meaningful and descriptive subject lines.
- **Assuming no explanation is needed.** Even if you were talking to someone an hour ago about something, remind them in the e-mail why you're writing.
- **Hitting "reply all" unintentionally.** You've probably heard the horror stories: someone said something nasty about someone else, and meant to only send the e-mail to one person, but accidentally hit "reply all" so that everyone, including the person being talked about, reads it. Take extra care whenever you respond so you don't use this button when you don't want to.

Remember these mistakes the next time you're composing an e-mail, and make a conscious effort to ensure your e-mail is concise, yet informative—your colleagues and your boss will thank you for it!

"The power of imagination makes us infinite."
—John Muir

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