

# PROCEDURE WRITING PRINCIPLES AND PRACTICES Online PDF

## Understanding Procedure Writing Principles and Practices

**Procedure writing principles and practices** are fundamental to creating clear, effective, and actionable instructions across various fields such as technical communication, manufacturing, healthcare, and education. Well-crafted procedures ensure that tasks are performed consistently, safely, and efficiently, minimizing errors and enhancing productivity. Whether drafting a simple user manual or complex operational protocols, understanding the core principles and best practices of procedure writing is essential for communicating instructions with clarity and precision.

This comprehensive guide delves into the essential principles and practical strategies for procedure writing, equipping you with the knowledge to produce professional and user-friendly procedures.

## Core Principles of Procedure Writing

### 1. Clarity and Simplicity

The primary goal of procedure writing is to communicate instructions that are easily understandable. Use straightforward language, avoid jargon unless necessary, and define technical terms when used. Simplify sentences and break complex steps into smaller, manageable parts.

### 2. Consistency

Maintain uniformity in terminology, formatting, and style throughout the document. Consistent use of terms helps prevent confusion, and uniform formatting makes the document easier to navigate.

### 3. Completeness

A good procedure includes all necessary steps, safety precautions, and troubleshooting tips. Omitting critical information can lead to errors and safety hazards.

### 4. Logical Sequence

Arrange steps in a logical order that reflects the actual workflow. This makes the procedure intuitive to follow and minimizes the risk of mistakes.

## 5. Accessibility

Ensure the procedure is accessible to its intended audience. Use appropriate language level, include visual aids if necessary, and consider alternative formats for diverse users.

## 6. Safety Considerations

Highlight safety precautions clearly to prevent accidents and injuries. Incorporate warnings and cautions where applicable.

# Best Practices in Procedure Writing

## 1. Audience Analysis

Before drafting, understand the knowledge level, skills, and needs of your audience. Tailor the language and detail accordingly.

## 2. Use of Clear and Precise Language

- Use active voice (e.g., "Press the button" instead of "The button should be pressed").
- Use imperative mood for steps (e.g., "Turn on the machine").
- Avoid ambiguous terms; specify exact actions.

## 3. Numbered Steps

Number steps sequentially to guide the user through the process systematically. This also helps in referencing specific steps during troubleshooting.

## 4. Incorporate Visuals

Include diagrams, images, or flowcharts to clarify complex steps. Visual aids can reduce misinterpretation and enhance understanding.

## 5. Use Consistent Formatting

- Bold or italics for emphasis.
- Uniform font size and style.
- Clear headings and subheadings.

## 6. Test the Procedure

Have someone unfamiliar with the task follow the procedure. Gather feedback and revise accordingly to identify ambiguities or missing steps.

## 7. Review and Edit

Proofread for grammatical accuracy, clarity, and completeness. Ensure that all safety and compliance aspects are addressed.

# Structuring Effective Procedure Documents

## 1. Title and Introduction

- Provide a clear, descriptive title.
- Write an introduction explaining the purpose and scope of the procedure.

## 2. Materials and Equipment

List all necessary tools, materials, or equipment required to complete the task.

## 3. Step-by-Step Instructions

- Present steps in chronological order.
- Use numbered lists for clarity.
- Keep each step concise and focused.
- Include safety warnings where necessary.

## 4. Troubleshooting and Tips

Add common issues and solutions or tips to optimize the process.

## 5. Safety Precautions

Highlight safety considerations at appropriate points throughout the procedure.

## 6. Appendices and References

Include glossaries, diagrams, or additional resources for further understanding.

# Common Challenges in Procedure Writing and How to Overcome Them

## 1. Ambiguity

- Solution: Use specific, unambiguous language and provide examples or visuals.

## 2. Overly Complex Instructions

- Solution: Break down complex tasks into smaller, manageable steps.

## 3. Lack of Audience Consideration

- Solution: Conduct audience analysis and tailor the content accordingly.

## 4. Inconsistent Formatting

- Solution: Establish and adhere to a style guide.

## 5. Omitting Safety Information

- Solution: Incorporate safety warnings from the outset and review for completeness.

## Tools and Resources for Effective Procedure Writing

- Templates and Style Guides: Use standardized templates to ensure consistency.
- Flowchart Software: Visualize procedures with flowcharts for clarity.
- Editing Tools: Utilize grammar and style checkers to improve readability.
- User Feedback: Engage actual users in testing procedures and collect feedback for refinement.
- Training and Workshops: Attend courses on technical writing and communication skills.

## Conclusion: Elevating Your Procedure Writing Skills

Mastering the principles and practices of procedure writing is essential for producing documents that are clear, effective, and user-friendly. By focusing on clarity, consistency, completeness, and logical

sequencing, and by applying best practices such as audience analysis, visual integration, and testing, you can craft procedures that facilitate efficient task execution and enhance safety.

Continual practice, seeking feedback, and staying updated with industry standards will help you refine your skills further. Remember, well-written procedures not only improve operational efficiency but also foster confidence and safety among users. Embrace these principles and practices to become proficient in procedure writing and contribute to the success of your organization or project.

## Procedure Writing Principles and Practices: An Expert Guide to Clear and Effective Instructions

In an age where precision and clarity are paramount, procedure writing stands as a vital skill across industries?from manufacturing and healthcare to software development and culinary arts. Whether you're creating user manuals, operational guidelines, or training materials, the ability to craft clear, concise, and effective procedures directly impacts safety, efficiency, and overall success. This article delves into the core principles and best practices of procedure writing, offering a comprehensive overview from an expert perspective.

## Understanding Procedure Writing

Procedure writing is the art of translating complex processes into simple, step-by-step instructions that guide users through specific tasks. Unlike narratives or descriptive texts, procedures are action-oriented, aiming to facilitate accurate execution without ambiguity.

Key elements of effective procedure writing include:

- Clarity: Instructions must be straightforward and easy to understand.
- Completeness: All necessary steps and safety precautions should be included.
- Consistency: Terminology and formatting should be uniform throughout.
- Usability: The document should be accessible to its intended audience.

## Foundational Principles of Procedure Writing

Adhering to fundamental principles ensures that procedures fulfill their purpose effectively. Here are the core principles every professional procedure writer should observe:

### 1. Audience-Centered Approach

Understanding the target audience is crucial. Consider their:

- Knowledge level: Are they novices or experts?
- Language proficiency: Is technical jargon appropriate or should simpler terms be used?
- Physical capabilities: Are there accessibility considerations?

Design procedures that match the user's skills and context. For example, a manual for new employees will differ significantly from an advanced technician's guide.

## 2. Clarity and Simplicity

Use clear, concise language. Avoid unnecessary jargon unless it's standard within the industry. Use simple sentences and familiar vocabulary. Each step should be unambiguous, leaving no room for misinterpretation.

Tips for clarity:

- Use active voice ("Press the button") rather than passive ("The button should be pressed").
- Keep instructions short?preferably one action per step.
- Avoid complex sentences or compound instructions that could confuse users.

## 3. Logical Sequence and Structure

Arrange steps in the order they need to be performed. Logical sequencing minimizes confusion and errors. Use numbering or bullet points to organize steps clearly.

Best practices:

- Start with preparatory steps, proceed through execution, and conclude with verification or cleanup.
- Include decision points explicitly, indicating alternate actions if necessary.

## 4. Safety and Precautionary Measures

Incorporate safety warnings and alerts at appropriate steps. Clearly distinguish safety instructions from regular steps?using icons, bold text, or color coding?so they are easily noticeable.

## 5. Use of Visual Aids

Incorporate diagrams, images, flowcharts, or videos when necessary. Visuals can clarify complex steps, demonstrate proper techniques, or highlight safety hazards.

## 6. Consistency and Standardization

Maintain uniform terminology, formatting, and style throughout the document. Use standard units of measurement, consistent verb tense, and standardized headings.

## Practices for Effective Procedure Writing

Building on foundational principles, the following practices enhance the quality and usability of procedures.

### 1. Planning and Analysis

Before drafting, analyze the task thoroughly:

- Observe the process in action.
- Consult subject matter experts.
- Identify all necessary steps, tools, and safety considerations.

Creating a process map or flowchart can help visualize the sequence and dependencies.

### 2. Drafting the Procedure

Start with an outline, then develop detailed steps. Keep in mind:

- Use clear, direct command verbs (e.g., "Connect," "Press," "Verify").
- Include specific details like quantities, measurements, or time frames.
- Address possible errors or troubleshooting tips.

### 3. Reviewing and Testing

Test the procedure by following it step-by-step. Invite users unfamiliar with the process to evaluate clarity and completeness. Gather feedback and refine accordingly.

### 4. Formatting and Presentation

Use consistent formatting:

- Headings and subheadings for easy navigation.

- Numbered lists for sequential steps.
- Bold or italics for emphasis.
- Adequate spacing and margins for readability.

Incorporate visual elements judiciously to support the text.

## 5. Validation and Updating

Regularly review procedures to ensure they remain accurate and relevant. Update them promptly when processes change or new safety information arises.

## Common Challenges in Procedure Writing and How to Overcome Them

Even experienced writers encounter hurdles. Recognizing and addressing these challenges improves the quality of your procedures.

### Challenge 1: Ambiguity

Solution: Use precise language and specify exact actions. Avoid vague terms like "then" or "soon."

### Challenge 2: Overcomplexity

Solution: Break down complex tasks into smaller, manageable steps. Use diagrams or flowcharts for complicated processes.

### Challenge 3: Inconsistent Terminology

Solution: Create a glossary of terms and adhere to it throughout the document.

### Challenge 4: Neglecting Safety

Solution: Always include safety instructions and warnings where applicable.

### Challenge 5: Poor Formatting

Solution: Follow standardized templates and style guides to enhance clarity and professionalism.

## Standards and Guidelines for Procedure Writing

Adherence to industry standards ensures procedures are professional, accessible, and compliant.

- ISO 9001: Emphasizes documentation clarity and control.
- IEEE Standards: Offer guidelines for technical documentation.
- Company-specific templates: Ensure uniformity across organizational documents.
- Accessibility standards: Make procedures usable for people with disabilities (e.g., screen reader compatibility).

## Technological Tools to Enhance Procedure Writing

Modern tools facilitate the creation, management, and dissemination of procedures:

- Word Processors: Microsoft Word, Google Docs with templates and styles.
- Flowchart Software: Lucidchart, Visio for process visualization.
- Content Management Systems: SharePoint, Confluence for version control and collaboration.
- Instructional Design Software: Adobe RoboHelp, MadCap Flare for creating interactive manuals.

## Conclusion: Mastering Procedure Writing for Maximum Impact

Effective procedure writing is both an art and a science. It requires a keen understanding of the process, the audience, and the principles of clarity, consistency, and safety. By adhering to best practices?careful planning, precise language, logical structuring, and continual review?you can craft procedures that are not only functional but also user-friendly.

Investing time and effort into professional procedure writing pays dividends in operational efficiency, safety compliance, and user satisfaction. Whether you're documenting a simple task or a complex process, applying these principles will elevate your documentation to a standard of excellence that supports organizational goals and safeguards users.

Remember, the ultimate test of your procedure is whether someone unfamiliar with the process can follow it easily and successfully. Strive for simplicity, clarity, and accuracy, and you'll master the art of procedure writing.

**Question** What are the key principles of effective procedure writing? Effective procedure writing involves clarity, conciseness, logical sequencing, use of simple language, and inclusion of necessary details to ensure the reader can easily follow and execute the steps. How can visual aids enhance the clarity of a procedure document? Visual aids such as diagrams, flowcharts, and images help clarify complex steps, reduce ambiguity, and improve understanding, making the procedure more accessible and easier to follow. What practices ensure procedures are user-friendly and accessible? Using clear headings, numbered steps, simple language, consistent formatting, and including troubleshooting tips or FAQs contribute to creating user-friendly and accessible procedures. How important is testing a procedure before finalizing it? Testing a procedure ensures

that the instructions are accurate, complete, and practical. It helps identify potential issues or ambiguities, allowing for revisions that improve usability and effectiveness. What role does audience analysis play in procedure writing? Audience analysis helps tailor the language, level of detail, and technicality of the procedure to the users' knowledge and skills, ensuring the instructions are understandable and relevant. What are common mistakes to avoid when writing procedures? Common mistakes include being too vague or ambiguous, using complex language, skipping steps, neglecting visuals, and failing to test the procedure, all of which can lead to confusion and errors.

**Related keywords:** procedure writing, technical writing, documentation, standard operating procedures, instructional writing, process description, clarity in procedures, step-by-step instructions, writing guidelines, process documentation

## title of procedure

Title of Procedure: A Comprehensive Guide to [Insert Procedure Name]

**Title of procedure** is an essential medical or technical procedure used to address specific health conditions or achieve particular outcomes. Whether you're a patient seeking to understand the process or a healthcare professional aiming to deepen your knowledge, this detailed guide provides a comprehensive overview of [Insert Procedure Name]. From indications and preparation to the actual steps and recovery, we cover everything you need to know about this procedure.

## Understanding [Insert Procedure Name]

### What is [Insert Procedure Name]?

[Insert Procedure Name] is a medical/technical procedure designed to [briefly describe purpose, e.g., diagnose, treat, repair, or remove]. It typically involves [mention key techniques or tools involved], and is performed by trained specialists to ensure safety and effectiveness.

## Indications and Who Needs the Procedure

This procedure is recommended for patients who:

- Experience symptoms such as [list symptoms]
- Have been diagnosed with conditions like [list conditions]
- Require preventive measures for [specific risks]

## Benefits of [Insert Procedure Name]

Performing this procedure offers numerous advantages, including:

- Accurate diagnosis or effective treatment
- Minimally invasive options
- Reduced recovery time compared to traditional methods
- Improved quality of life post-procedure

## Preparation Before the Procedure

### Pre-Procedure Assessments

Prior to undergoing [Insert Procedure Name], patients typically go through:

- Comprehensive medical evaluation
- Laboratory tests (blood work, imaging studies)
- Review of medical history and current medications

### Steps to Prepare

Preparation may include:

- Fasting for a specified period prior to the procedure
- Adjusting or stopping certain medications as advised
- Arranging transportation and post-procedure care

### Possible Risks and Precautions

While generally safe, potential risks include:

- Bleeding or infection
- Allergic reactions to anesthesia or materials used
- Complications related to underlying health conditions

Pre-procedure consultations help mitigate these risks.

## The Procedure: Step-by-Step Breakdown

### 1. Anesthesia or Sedation

Depending on the nature and complexity, the procedure may involve:

- Local anesthesia to numb the area
- Regional anesthesia or sedation
- General anesthesia for extensive procedures

### 2. Access and Visualization

The clinician gains access through:

- Incisions (if necessary)
- Use of imaging guidance (ultrasound, fluoroscopy, etc.)
- Insertion of instruments or tools

### 3. Performing the Main Procedure

This may involve:

- Removing or repairing damaged tissue
- Injecting medications or contrast agents
- Biopsy or sampling
- Implanting devices or prosthetics

### 4. Closure and Post-Procedure Measures

Once the primary task is completed:

- Wounds are closed using stitches, staples, or adhesive
- Application of dressings or bandages
- Monitoring for immediate complications

## Recovery and Post-Procedure Care

## Immediate Post-Procedure

Patients are typically observed for:

- Vital sign stability
- Signs of bleeding or adverse reactions
- Pain management

## At-Home Care Instructions

To promote healing, follow these guidelines:

- Keep the incision site clean and dry
- Take prescribed medications as directed
- Avoid strenuous activities for a specified period
- Attend follow-up appointments for monitoring

## Signs of Complications

Patients should be vigilant for symptoms such as:

- Excessive swelling or bleeding
- Fever or chills
- Severe pain not relieved by medication
- Signs of infection around the site

Contact your healthcare provider immediately if any of these occur.

## Expected Outcomes and Success Rates

### Results of the Procedure

Most patients experience:

- Significant symptom relief
- Improved function or health status
- Long-term benefits depending on the condition

## Factors Influencing Success

The outcome depends on:

- Patient's overall health and compliance
- The skill of the medical team
- Nature and severity of the underlying condition
- Adherence to post-operative care instructions

## Potential Need for Follow-Up or Additional Procedures

Some cases may require:

- Repeat procedures
- Additional therapies or interventions
- Long-term monitoring for recurrence or complications

## Advantages and Limitations of [Insert Procedure Name]

### Advantages

- Minimally invasive compared to traditional methods
- Reduced recovery time
- High precision and accuracy
- Typically performed under local anesthesia

### Limitations

- Not suitable for all patients or conditions
- Potential risks and complications
- Possibility of incomplete treatment requiring additional procedures

## Conclusion

[Insert Procedure Name] is a valuable procedure with proven benefits for diagnosing or treating specific medical conditions. Proper preparation, skilled execution, and diligent post-procedure care are essential to maximize outcomes and minimize risks. If you're considering this procedure, consult

your healthcare provider to discuss your individual case, understand the risks and benefits, and develop a tailored treatment plan.

For more information or to schedule an appointment, contact your trusted medical professional or facility specializing in [Insert Procedure Name].

Note: Replace placeholders like [Insert Procedure Name], [list symptoms], [list conditions], etc., with specific details relevant to the specific procedure you are writing about.

Title of Procedure: A Comprehensive Guide to Understanding and Evaluating the Technique

## Introduction

In the rapidly evolving landscape of medical, technological, or aesthetic procedures, understanding the intricacies of a specific technique is essential for both practitioners and potential recipients. This article delves into the Title of Procedure, providing an in-depth review that covers its purpose, methodology, benefits, risks, and practical considerations. Whether you're a healthcare professional considering integrating this procedure into your practice or a patient evaluating your options, this comprehensive guide aims to equip you with the knowledge needed to make informed decisions.

## Overview of the Procedure

### Definition and Purpose

The Title of Procedure is a specialized technique designed to address specific issues, improve functionality, or enhance aesthetic outcomes. It involves a series of carefully coordinated steps that leverage advanced technology or innovative methods to achieve desired results efficiently and safely.

For example, in the context of aesthetic medicine, this procedure might be aimed at reducing signs of aging, correcting structural deformities, or improving skin quality. In a medical or surgical setting, it might be used to correct structural anomalies, repair tissues, or restore functionality.

The purpose of this procedure varies depending on the context but generally revolves around:

- Restoring or enhancing structural integrity
- Minimizing invasive interventions
- Reducing recovery time and complications
- Achieving natural-looking or functional improvements

## Historical Background and Development

Understanding the evolution of the Title of Procedure provides insight into its current efficacy and safety profile. Initially, traditional methods relied on more invasive techniques, often involving extensive incisions or prolonged recovery periods. Over years of research and technological innovation, the procedure has been refined to become less invasive, more precise, and tailored to individual patient needs.

Key milestones include:

- Introduction of minimally invasive techniques
- Integration of imaging and real-time monitoring
- Advances in biomaterials or technology used
- Evidence-based modifications improving outcomes

Today, the procedure benefits from these advancements, making it a viable option for a broader patient demographic.

## Detailed Breakdown of the Procedure

### Pre-Procedure Assessment and Planning

Successful implementation begins with thorough assessment and meticulous planning. This phase involves:

- Patient Evaluation: Medical history, current health status, and specific concerns.
- Diagnostic Imaging: Utilizing ultrasound, MRI, or other imaging modalities to understand anatomical structures.
- Setting Expectations: Clear communication about achievable outcomes, potential risks, and recovery process.
- Customized Planning: Tailoring the procedure parameters to individual anatomy and goals.

This preparatory phase ensures safety and optimizes results, reducing the likelihood of complications.

### Step-by-Step Technique

While specifics vary depending on the exact nature of the Title of Procedure, the core steps generally include:

- Preparation and Anesthesia: Local anesthesia, sedation, or general anesthesia as appropriate.
- Marking and Incisions (if applicable): Precise marking of target areas; if incisions are necessary, they are minimized to reduce scarring.
- Implementation of Technique: This could involve:
  - Injection of fillers or biologics
  - Use of laser, ultrasound, or radiofrequency energy
  - Tissue dissection or removal
  - Placement of implants or devices
- Monitoring and Adjustments: Real-time imaging or feedback tools to guide the process.
- Closure and Post-Procedure Care: Ensuring minimal trauma during closure; applying dressings or supports as needed.

Each step is performed with precision, often aided by advanced technology to enhance accuracy and safety.

## Post-Procedure Care and Recovery

Postoperative or post-intervention management is crucial for optimal outcomes:

- Immediate Post-Procedure: Monitoring for adverse reactions, managing pain or swelling.
- Follow-Up Appointments: Regular assessments to track healing and address concerns.
- Patient Instructions: Guidelines on activity restrictions, wound care, and signs of complications.
- Lifestyle Recommendations: Hydration, nutrition, or other factors that support healing.

Recovery times vary; some procedures allow for same-day discharge, while others may require a few days to weeks for full healing.

## Advantages and Benefits

### Clinical and Practical Benefits

The Title of Procedure offers numerous advantages, making it a popular choice among practitioners and patients alike:

- Minimally Invasive: Reduced tissue trauma, less scarring, and decreased pain.

- Shorter Recovery Time: Faster return to daily activities and work.
- High Precision: Technology-assisted techniques allow for targeted treatment.
- Enhanced Safety Profile: Lower complication rates compared to traditional approaches.
- Natural Results: Outcomes that seamlessly integrate with the patient's anatomy or aesthetic goals.
- Versatility: Applicable to a wide range of cases, ages, and conditions.

## Patient Satisfaction and Long-Term Outcomes

Studies and patient testimonials indicate high satisfaction levels, especially when expectations are managed appropriately. The durability of results varies but often exceeds that of older, more invasive procedures. Regular maintenance or follow-up treatments can prolong benefits.

## Risks, Limitations, and Considerations

### Potential Risks and Complications

No procedure is without risks, although careful planning minimizes them. Common concerns include:

- Infection
- Bleeding or hematoma
- Adverse reactions to materials or anesthesia
- Asymmetry or uneven results
- Nerve damage
- Scarring or pigmentation changes

Serious complications are rare but require prompt attention.

### Limitations and Contraindications

Certain patient factors or conditions may limit or contraindicate the procedure:

- Active infections or skin conditions
- Blood clotting disorders
- Uncontrolled systemic diseases
- Pregnancy or breastfeeding
- Unrealistic expectations

A thorough consultation helps identify these factors and determine suitability.

## **Cost and Accessibility**

While the procedure offers many benefits, costs can vary based on technology used, geographic location, and provider expertise. Insurance coverage may be limited, especially for elective aesthetic procedures.

## **Expert Opinions and Emerging Trends**

### **Current Best Practices**

Leading specialists emphasize the importance of:

- Proper patient selection
- Utilizing evidence-based techniques
- Continuous training and technological updates
- Comprehensive patient education

Adhering to these principles enhances safety and efficacy.

## **Future Developments**

Advancements on the horizon include:

- Integration of AI for personalized treatment planning
- Development of novel biomaterials
- Enhanced imaging and monitoring tools
- Minimally invasive robotic-assisted procedures

These innovations promise to further improve outcomes and expand the applicability of the Title of Procedure.

## **Conclusion**

The Title of Procedure stands as a testament to modern innovation, offering effective, minimally invasive solutions for a variety of clinical and aesthetic challenges. Its success relies on meticulous planning, technological integration, and skilled execution. As research progresses and technology advances, this procedure will likely become even safer, more precise, and more accessible.

For practitioners, staying updated with the latest techniques and evidence-based practices is essential. For patients, comprehensive understanding and realistic expectations are key to satisfaction and safety.

In sum, the Title of Procedure exemplifies how modern medicine and technology converge to improve quality of life, restore function, and enhance appearance?making it a valuable addition to the repertoire of contemporary therapeutic options.

**Question** What is the typical recovery time after the 'title of procedure'? Recovery time varies depending on individual cases, but most patients can expect to resume normal activities within 2-4 weeks after the 'title of procedure'. Your healthcare provider will give personalized guidance based on your condition. Are there any risks or side effects associated with the 'title of procedure'? As with any medical procedure, there are potential risks such as infection, bleeding, or adverse reactions. However, complications are rare when performed by an experienced specialist. Discuss any concerns with your healthcare provider beforehand. How effective is the 'title of procedure' in treating its target condition? The 'title of procedure' has shown high success rates in managing its target condition, with many patients experiencing significant improvement or complete resolution of symptoms. Results can vary based on individual health factors. What should I do to prepare for the 'title of procedure'? Preparation may include fasting, adjusting medications, and scheduling pre-procedure assessments. Your healthcare team will provide specific instructions tailored to your health status to ensure the best possible outcome. Is the 'title of procedure' a minimally invasive option? Yes, the 'title of procedure' is considered minimally invasive, often performed using advanced techniques that reduce recovery time and scarring compared to traditional methods. Discuss with your doctor whether this option is suitable for you.

**Related keywords:** procedure name, surgical title, operation label, medical process, treatment method, clinical procedure, diagnostic test, intervention title, medical protocol, healthcare procedure

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