***LETTER TEMPLATE- Billing Concerns***

Dear [PATIENT],

I hope this letter finds you well. Thank you for your continued communication regarding your experience with [CLINIC]. We have reviewed your request on the decision regarding the charges and reimbursement. I am pleased to inform you that we are able to offer you a waiver of your charges as a gesture of goodwill. While this will not change your difficult experience, I hope our effort to address your concerns will offer you some satisfaction.

On behalf of [CLINIC’S] leadership, I would like to offer a final apology for any suffering you have experienced. Be assured that staff will be mindful of your experience as they care for patients going forward.

I wish you good health in the future.