***LETTER TEMPLATE - Delays***

Dear [PATIENT],

I hope this letter finds you well. I am writing in follow-up to conversations that we have had regarding your experiences at [CLINIC] on [DATE]. I apologize for your disappointment regarding the extended wait times you have experienced in several of our practices.

We are grateful you put your trust in our institution, and we respect your time. It is our goal to serve our patients in a timely manner as well as provide our patients with quality care, and we do regret when delays occur. When these delays cannot be prevented, we are committed to proactive and frequent communication with patients waiting in the reception area. I am sorry that this has not always been your experience.

I have shared your experiences with our Clinical Director, and we have taken steps to ensure our front desk staff is given the information and training needed to update patients on wait times consistently and accurately.

[PATIENT], thank you again for your thoughtful feedback. We appreciate that you have provided us with an opportunity to review our practices, as we strive to continually improve the care we deliver to our patients. If you should have any additional questions, please feel free to contact me by phone at [CONTACT NUMBER].