***LETTER TEMPLATE - Lack of Communication/Attention***

Dear [PATIENT’S FAMILY MEMBER],

I hope this letter finds you well. I am writing in follow-up to the concerns you brought to our attention regarding your mother [PATIENT’s] care in [HOSPITAL’S] Emergency Department on [DATE]. I apologize for the delay in responding and appreciate you allowing me time to review your concerns and bring them to resolution.

We conducted a thorough review of [PATIENT’s] care including a consultation with nursing leaders and a review of her medical record. Your input gave us the opportunity to review our communication handoff process and make appropriate changes to ensure that these failures in communication are not repeated.

[PATIENT’S FAMILY MEMBER], I am truly sorry this experience caused you upset while supporting your mother. I appreciate that you shared your concerns with us so they could be properly addressed. We appreciate your feedback and willingness to help us improve.

Compassionate, high-quality care is an important goal of our hospital, and I hope the knowledge that your concerns were carefully reviewed will be of some comfort to you and [PATIENT]. As of the date of this letter, your case in the Patient Advocate Services Department is closed. If you have additional questions, please feel free to contact me by phone at [CONTACT NUMBER].