***LETTER TEMPLATE - Poor Attitude***

Dear [PATIENT],

I hope this letter finds you well. I am writing in response to the complaint filed by the Manager of the Special Procedures Department on your behalf regarding the interactions you had with an anesthesia staff member while you were here for a procedure.

Your concerns regarding this individual’s overall demeanor towards you prior to your procedure were reported to the senior leaders of the department. I was assured that training and other measures will be put in place to prevent this from happening in the future. On behalf of leadership, please accept our sincere apology, and it is our hope that you will allow us a chance to serve you in the future, should the need arise.

[PATIENT], I am truly sorry for your experience. I am thankful our department was given the opportunity to review your concerns and bring them to resolution. As of the date of this letter, your case in the Patient Advocate Services Department is closed. Should you have further questions or concerns, please feel free to contact me at [CONTACT NUMBER].