***LETTER TEMPLATE – Quality of Care***

Dear [PATIENT],

I hope this letter finds you well. I am writing to you regarding the concerns you raised about your [DATE] visit to [URGENT CARE]. Specifically, you questioned your diagnosis and subsequent discharge, because a visit to another urgent care on [DATE] resulted in a different diagnosis and outcome. I do apologize for the delay in responding to your concerns and that your experience has been a source of distress for you.

Our investigation of the issues you raised shows that you presented to the urgent care with stomach pains and possible kidney stones. Radiology images were ordered and reviewed, and the findings indicated you were appropriately discharged to your home. Our inquiry into your care included a thorough review of your medical records in partnership with leadership and staff involved in your care. It is unfortunate that your condition may have progressed to a bowel impaction in the six days leading up to your visit to another area urgent care.

We have determined that the treatment you received at [URGENT CARE] was appropriate for your condition at the time. As of the date of this letter, your case is closed with Patient Advocate Services.

We apologize for any disappointment and distress this experience caused you. I hope you are feeling better.