**Communication, Apology and Resolution (CARe)**

SAMPLE LETTERS AND DOCUMENTATION

**General response letter samples** *(Grievance response or a follow-up to an in-facility disclosure, etc.)*

Dear [name],

I am writing in follow-up to your [family member] recent visit to [facility] [site/ location]. The care we provide to each of our patients is very important to us as we strive to continuously improve. When unexpected complications happen, we carefully review the care we provided and are open to sharing what has been learned.

We follow a process known as CARe (Communication, Apology Resolution). Through this, we review unexpected outcomes or concerns about the medical care we provided, and listen and respond to patient and family questions and concerns. The care your [family member] received at [facility] [site/ location] will be reviewed as part of the CARe process. We will notify you by letter when our review is finished. This letter will include an invitation to meet with some of the providers and an opportunity for you to ask questions and learn the results of our review.

In the meantime, if you have any specific concerns or questions you would like us to address in our review, please feel free to call me at [phone number] at your convenience.

Sincerely,

[name], [title]