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

SAMPLE LETTERS AND DOCUMENTATION

**Response to dissatisfaction in care**

Dear Mr./ Ms. [name]:

Please accept this letter as acknowledgment of our receipt of your letter dated [date]. We are very sorry to learn about your dissatisfaction with the care we provided. We at [office/specialty] and throughout [health care system] take such concerns and complaints very seriously.

The care we provide to each of our patients is very important to us as we strive to continuously improve. When unexpected or serious medical events happen to our patients, we have a process to review the care provided and then share with our patient the information that is learned.

Since receiving your letter, we have started a review process of the care we provided you. When this is completed, we will contact you and offer to share the findings with you and respond to your request for financial compensation.

If you have any questions in the meantime or wish to provide us with any additional information, please do not hesitate to call. I can be reached at [phone number].

Sincerely,

[name], [title]