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

SAMPLE LETTERS AND DOCUMENTATION

**Sample letter: Unable to reach patient**

Dear [name],

At [hospital] the safety and health of our patients is very important to us, and as such, our Health Care Quality Department [or patient safety] reviews events in which the outcome of the care was unexpected to ensure that we provided good care to all our patients.

We reviewed your care from [x date, brief description of procedure/event] and have some findings we would like to share with you. We have tried to reach you by phone, but we were not able to connect with you. Please reach out to *me/us at [phone number]* or [email] so that we can arrange a time to meet with you. We will include your healthcare providers in the meeting as well, so that we can answer any questions or concerns you may have about your care.

Thank you,

[Signature]