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

SAMPLE LETTERS AND DOCUMENTATION

**Sample letter responding to written inquiry** *(when meeting/discussion could not occur)* \*

Dear Mr./ Ms. [name]:

I am writing in follow-up to your inquiry regarding the care of family member

Our investigation revealed that [family member] likely had an injury to the back of her head from her car accident. She presented to [facility] in a cervical collar from an outside institution for suspected cervical spine fractures. The emergency room physician smartly deferred manipulation and examination of her head/neck in light of the reported cervical spine fractures; far better for [family member] that they were careful of her spinal cord, possibly at the risk of missing a scalp laceration.

Per your letter, you said [family member] has a scar, indentation and area where hair does not grow back on her scalp and was forced to endure painful turning to have the dressing changed. [family member] would have had a scar and probably an indentation from her injury. Because of her limited mobility, she also would have been turned with great frequency as an inpatient.

We are sorry that [family member] experienced this complication from her initial accident, and that your family was anxious seeing her in pain and participating in the wound care. The good news is that she avoided paralysis and other major neurological injuries, even if it led to a less-than-optimal cosmetic result of the relatively small injury to the back of her head. Mindful of your disappointment of care to that area, we wrote off any uncovered costs associated with the wound care, but we do not believe further compensation is warranted.

I recognize that you disagree with and will be disappointed by our analysis. If the two of you would like to come in to meet with us to discuss this further, we would do our best to keep an open mind; however, I am confident that in reaching this conclusion, we have carefully considered the claims in your letter, and your view of the situation as described to me over the phone.

Sincerely,

[name], [title]

\*Thank you to the University of Michigan Health System for providing these examples.