

Appendix 7

Sample regret letter

<<Date>>

Dear <<INSERT name>>,

Thank you for your interest in becoming a patient and family advisor for <<INSERT practice/health center name/information>>. Due to the limited number of openings for patient and family advisors, we will not be able to offer you a position at this time.

We will keep your name and contact information in our database, in case an opening for a patient and family advisor becomes available in the future.

In the meantime, I would be pleased to speak with you about other opportunities to serve as an advisor or volunteer at <<INSERT practice/health center name/information>>. If you are interested, please contact me. <<Delete this section if unable to refer candidate to other opportunities>>

Again, thank you for your interest in serving as an advisor for <<INSERT practice/health center name/information>>. We appreciate your desire to improve the care experience for our patients and families.

Sincerely,

<<Insert staff liaison or key contact name, position title and contact information>>