

Recall Letter Series

Letter 1: Patient missed appointment and has not been personally contacted

Dear Patient,

I noticed that you missed your last appointment and we have been unsuccessful at rescheduling another visit.

On the surface, it may appear as though your problem is stable, but muscle imbalances and misalignments promote degeneration and arthritis if left unchecked. Without proper attention, you could be setting yourself up for future problems.

We realize that you are busy with other important commitments in your life. That's why we have structured our schedule to include early morning and evening hours to accommodate your schedule.

I want to help you maintain a healthy lifestyle, free from pain. When you're ready to reschedule your appointment we will be here for you. Please call or visit our website. Our entire staff is looking forward to seeing you again soon.

Sincerely,

Letter 2: Patient missed appointment and has declined rescheduling

Dear Patient,

It is my understanding that you have elected not to reschedule an appointment at this time. I hope that our treatment has been helpful and that you're feeling better.

If you are continuing to experience discomfort it is likely that you still have muscle imbalances and misalignments that will promote degeneration and arthritis if left unchecked. In that case, please call to reschedule right now.

If you have experienced a problem or a concern that prevents you from continuing treatment, I would like to speak with you as soon as possible. You may call my office anytime or you may call me at home (618) 123-4567.

On behalf of my staff, I extend our warmest thanks for allowing us to participate with you in your health care. We will always be here to serve you. When you're ready to reschedule your appointment, please call or visit our website. I look forward to seeing you again soon.

Sincerely,

Letter 3: Patient missed appointment and has declined rescheduling because they have experienced “as much benefit” as they desire.

Dear Patient,

It has been a pleasure to serve you during your treatment in our office. I hope that your experience has been a good one and that everyone has communicated their sincere interest in restoring your health during the course of your care.

Please remember that we will always be here to serve you if you need us in the future. On behalf of my staff, we extend our warmest thanks for allowing us to participate with you in the recovery of your health.

The greatest compliment you can give our office is by sharing your experience. Please feel free to share the complimentary consultation and exam card with a friend or loved one you think may benefit from our services.

Sincerely,

Letter 5: Patient discontinued with ongoing complaints, suggest follow-up.

Dear Patient,

I noticed that you missed your last appointment and have not rescheduled another visit. I am concerned that you have discontinued care before we have achieved your treatment goal.

Because your problem has not been resolved yet with our treatment, I feel that it is important for you to follow up on your condition. I highly recommend that you either call our office today so that we may discuss your treatment options or call your family physician to discuss any necessary follow-up. Please do not ignore your health. It could have serious consequences.

If you have experienced a problem with our services, I would like to speak with you as soon as possible. I want to ensure that you are provided with the finest care available. Please call or write if I can address any concerns that you may have.

It has been a pleasure to serve you during your treatment in our office. If I may be of further assistance to you in the future, please call our office. We will always be here to serve you. On behalf of my staff, I extend our warmest thanks for allowing us to treat you.

Sincerely,

Letter 6: Patient missed appointment due to other health concerns

Dear Patient,

My staff informed me that you are unable to re-schedule a visit at this time because of your health concerns.

Please remember that we will be here to serve you when you need us in the future. Please call if I can answer any questions or be of further help to you, your family or friends.

On behalf of my staff, I extend our warmest thanks for allowing us to care for you. I look forward to seeing you again soon.

Sincerely,

Letter 10: Patient discontinued due to insurance or financial concerns

Dear Patient,

I have noticed that you have elected not to reschedule at this time due to budget concerns. We strive to make care affordable for everyone, with or without insurance, and hope you will give us the opportunity to work with you and your unique situation.

Whether you have new insurance and are unsure of coverage, your existing plan is not covering all services or you have no insurance at all, we will work with you. If you have a new insurance plan, we can verify coverage and discuss your benefits and any expected co-payments with you. If your existing plan does not cover chiropractic care or you are without insurance, we are able to make arrangements to suit your financial needs. You may be surprised to learn that about 20% of our patients do not have any chiropractic insurance benefits. We have a proven track record of making care affordable.

Please don't allow insurance matters to keep you from receiving the care you need. Your decision now could affect how you feel the rest of your life! Call our office today to discuss any concerns you may have and how we are able to resolve them.

Hope to see you back in the office soon!

Sincerely,