

**Date:** [Insert Date]

**Patient Name:** [Insert Patient Name]

**Date of Birth:** [Insert DOB]

**Appointment Date:** [Insert Date of Appointment]

Dear [Insert Patient Name],

This letter is to inform you that you missed your scheduled urgent care virtual visit today at [Insert Time]. Our records indicate that you did not log in to the secure video platform for your appointment.

Because you were seeking urgent care, we want to ensure your medical needs are addressed. If you are still experiencing symptoms or require medical attention, please take one of the following actions:

- **Reschedule:** Log back into the patient portal or call us at [Insert Phone Number] to book a new virtual time slot.
- **In-Person Care:** Visit our nearest physical clinic location at [Insert Address] for a walk-in evaluation.
- **Emergency:** If you are experiencing a life-threatening emergency, please call 911 immediately or go to the nearest emergency room.

Please be advised that missed appointments without 24-hour notice may be subject to a "no-show" fee of \$[Insert Amount], as per our office policy.

If you believe you received this notification in error or had technical difficulties accessing the link, please contact our support team at [Insert Phone Number].

Sincerely,

[Insert Clinic/Provider Name]

[Insert Department Name]

[Insert Phone Number]