

[Date]

[Patient Name]

[Patient Address]

[City, State, Zip Code]

Dear [Patient Name],

I am writing to follow up on our telehealth appointment held on [Date], during which we experienced technical difficulties regarding the audio connection.

We apologize for any frustration or inconvenience these issues may have caused. To ensure our future virtual visits are successful, we recommend the following troubleshooting steps:

- Ensure your device's volume is turned up and not on mute.
- Check that your microphone is enabled for the web browser or telehealth application.
- Disconnect any Bluetooth devices that might be capturing the audio output.
- Use a headset or headphones with a built-in microphone for better clarity.
- Test your internet connection strength prior to the call.

If you would like to complete a test call before our next appointment, please contact our office at [Phone Number].

Regarding your care, we have updated your records to reflect the information discussed during the audible portion of our call. [Optional: Mention if a follow-up appointment was scheduled or if a prescription was sent].

Thank you for your patience and for continuing to trust us with your healthcare needs.

Sincerely,

[Provider Name/Clinic Name]

[Contact Information]