

[Date]

[Patient Name]

[Patient Address]

[City, State, Zip Code]

Subject: Follow-up regarding your telehealth appointment on [Date]

Dear [Patient Name],

I am writing to follow up on our telehealth scheduled for [Time] today, which we were unable to complete due to technical connectivity issues.

To ensure we can connect successfully for your next visit, please consider the following troubleshooting steps:

- Ensure you have a strong Wi-Fi connection or are using a wired internet cable.
- Check that your camera and microphone permissions are enabled for the [Platform Name] app or browser.
- Close any unnecessary applications running in the background of your device.
- Restart your device at least 15 minutes prior to your appointment.

Our office will contact you shortly to reschedule this appointment. If you prefer to change this to an in-person visit or a telephone consultation, please let us know when we speak.

If you require immediate technical assistance or wish to test your connection before our next meeting, please contact our support team at [Phone Number] or visit [Support Website].

We apologize for the inconvenience and look forward to speaking with you soon.

Sincerely,

[Provider Name/Signature]

[Practice Name]

[Phone Number]