

[Date]

[Patient Name]

[Patient Address]

[City, State, Zip Code]

Subject: Follow-Up Regarding Your Disconnected Telehealth Consultation

Dear [Patient Name],

I am writing to formally follow up on your telehealth appointment scheduled for [Date of Appointment], which was unfortunately interrupted due to technical difficulties.

We understand how frustrating it is to have a medical consultation dropped. To ensure your healthcare needs are met, we have taken the following steps to resolve this issue:

- **Rescheduling:** We have successfully rescheduled your appointment for [New Date] at [New Time].
- **Billing Adjustment:** Any charges associated with the disconnected session have been [waived/refunded/credited].
- **Technical Support:** Our IT team has reviewed the connection logs to help prevent this from occurring during our next visit.

If the new appointment time does not work for you, please contact our office at [Phone Number] or via the patient portal at your earliest convenience to select a different time.

We value your patience and apologize for the inconvenience. Thank you for choosing us for your care.

Sincerely,

[Provider/Staff Name]

[Clinic/Organization Name]

[Contact Information]