

[Date]

Subject: Important Update Regarding Our Telehealth Services

Dear [Patient Name],

We are writing to sincerely apologize for the recent technical outage experienced on our telehealth platform on [Date of Outage]. We understand that this interruption may have caused frustration and delayed your access to necessary care.

Our technical team has resolved the issue, and all services are now fully operational. The outage was caused by [Briefly state cause, e.g., a server synchronization error], and we have implemented additional safeguards to prevent this from happening again.

If your appointment was canceled or interrupted due to this outage, please take one of the following actions:

- Log in to your portal at [Link] to reschedule your visit.
- Reply to this email to request a priority callback.
- Call our support line at [Phone Number] for immediate assistance.

As a gesture of our commitment to your care, we are [Optional: offering a credit/waiving the fee] for your next consultation.

Thank you for your patience and for trusting us with your health needs.

Sincerely,

[Name/Signature]

[Title]

[Platform/Clinic Name]