

[Date]

[Recipient Name]  
[Organization Name]  
[Address Line 1]  
[City, State, Zip Code]

**Subject: Follow-Up: Resolution of Prescription Routing Technical Error - Case #**[Reference Number]

Dear [Contact Name],

I am writing to provide a formal follow-up regarding the technical error encountered with the electronic prescription routing system reported on [Date of Incident].

Our technical team has conducted a full investigation into the routing failure that occurred between [Originating System/Clinic] and [Destination Pharmacy]. We have identified the root cause as [Brief Description of Error, e.g., a server timeout / API synchronization mismatch / outdated NCPDP credentials].

We are pleased to confirm that the following actions have been taken to resolve the issue:

- [Action 1: e.g., Update applied to the transmission gateway]
- [Action 2: e.g., Re-verification of pharmacy end-point NPI/NCPDP data]
- [Action 3: e.g., Successful test transmission completed on Date]

As of [Time/Date], the connection has been restored, and all pending prescriptions have been successfully queued for delivery. We recommend that your staff verify the receipt of [Patient Name / Order ID] to ensure the workflow is operating as expected.

We apologize for any disruption this may have caused to your operations and patient care. We have implemented [Preventative Measure] to mitigate the risk of recurrence.

Should you continue to experience difficulties or require further technical documentation, please contact our support desk at [Phone Number] or [Email Address].

Sincerely,

[Your Name]  
[Your Title]  
[Company Name]