

[Date]

[Patient Name]

[Patient Address]

[City, State, Zip Code]

Subject: Resolution of Reported Technical Issue - [Case Number]

Dear [Patient Name],

We are writing to follow up on the technical issue you reported regarding the [Mobile App Name] telehealth application on [Date of Report].

Our technical team has successfully resolved the bug related to [Briefly Describe Issue, e.g., video connection / prescription uploads / login errors]. To ensure the fix is active on your device, please perform the following steps:

- Open the App Store or Google Play Store.
- Search for [Mobile App Name].
- Tap "Update" to install version [Version Number].
- Restart the application.

We apologize for any inconvenience this may have caused during your telehealth experience. If you continue to encounter any difficulties or have further questions, please contact our support team at [Phone Number] or [Email Address].

Thank you for your patience and for helping us improve our services.

Sincerely,

[Your Name/Support Lead Name]

[Title]

[Organization Name]