

[Date]

[Patient Name]

[Patient Address]

[City, State, Zip Code]

Subject: Follow-Up Regarding Technical Issues During Your Virtual Visit

Dear [Patient Name],

I am writing to formally follow up on the technical issues you experienced during your scheduled virtual visit on [Date of Visit]. We sincerely apologize for the server disconnection that interrupted your appointment.

Our technical team has reviewed the incident and confirmed that the connection error has been resolved. We understand how important these appointments are and regret any frustration or inconvenience this interruption may have caused.

To ensure your healthcare needs are met, we have taken the following steps:

- [Option 1: Your appointment has been rescheduled for Date/Time.]
- [Option 2: Please contact our office at Phone Number to reschedule at your earliest convenience.]
- [Option 3: Your provider has reviewed your file and will contact you via Telephone.]

If you have any further questions regarding your connection or need assistance setting up your next visit, please reach out to our support team at [Support Phone Number] or [Email Address].

Thank you for your patience and for choosing [Clinic/Organization Name] for your care.

Sincerely,

[Sender Name]

[Title]

[Clinic/Organization Name]