

Letter To No-Show Patients

If a patient no-shows repeatedly, send this letter and keep a copy in your files as evidence of your diligence. It's also a good idea to place a documented follow-up call to the patient. Send this letter via certified mail on your practice's letterhead.

(Date)

Patient Name

Address:

Dear _____

You failed to keep an appointment with me on (date here). This is the (number) time you have missed an appointment without letting us know in advance. When you miss appointments, you inconvenience me and other patients.

More importantly, you endanger your health. Your condition requires continued medical care, and your well-being demands that you actively participate in your treatment plan. I need you to be engaged in this process, or I cannot, in good conscience, continue to have you as a patient.

If there is some way we can help you get to your appointments as scheduled, please let us know. Otherwise, please call us soon as possible to reschedule – or let us know that you would like to transfer your care to another physician.

I am concerned about your health and am anxious to see you. Please do come in for your next appointment.

Sincerely,

(Physician name and signature)