

Medical appointment miscommunication apology

Dear [Patient Name],

We sincerely apologize for the confusion regarding your upcoming appointment. Our office provided conflicting information about your appointment time, which we understand has caused inconvenience and frustration.

When you called on Monday, you were told your appointment was scheduled for 2:00 PM on Friday. However, our confirmation call on Wednesday indicated 3:30 PM on Thursday. This discrepancy occurred due to a scheduling system error that has since been resolved.

Your confirmed appointment is: [Day], [Date] at [Time]

We deeply regret this confusion and understand that medical appointments are important and often require significant planning. To ensure this doesn't happen again, we have upgraded our scheduling system and implemented additional verification steps.

If you need to reschedule due to this confusion, we will accommodate your preferred time slot at no additional charge. Please call our office at your earliest convenience.

We appreciate your patience and look forward to providing you with excellent care.

Sincerely,

[Medical Office Name]

[Contact Information]

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