

Professional apology for delayed appointment

Subject: Apology for Today's Appointment Delay

Dear [Patient Name],

I sincerely apologize for the significant delay you experienced during your appointment today. I understand that your time is valuable, and waiting [duration] beyond your scheduled appointment time was unacceptable.

The delay was caused by [brief explanation - emergency case, equipment malfunction, etc.]. While these circumstances were beyond our immediate control, I recognize that this does not diminish the inconvenience caused to you.

To show our commitment to respecting your time, we would like to offer [compensation - priority scheduling, reduced fee, extended consultation time] for your next visit.

We are reviewing our scheduling procedures to minimize such delays in the future. Your patience and understanding are greatly appreciated.

Best regards,

[Healthcare Provider Name]

[Medical Practice Name]

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