

Serious apology for unexpected treatment outcome

Subject: Follow-up Regarding Your Recent Treatment

Dear [Patient Name],

I am writing to personally address the unexpected outcome following your [treatment/procedure] performed on [Date]. While we discussed the potential risks beforehand, I understand that experiencing [specific complication or outcome] was not what either of us hoped for.

I want you to know that your case has been thoroughly reviewed with our medical team, and all appropriate steps were taken during your treatment. However, I recognize that this outcome has caused you [physical discomfort/emotional distress/additional medical needs].

We are committed to supporting you through your recovery process. This includes [specific support measures - additional treatments, referrals, follow-up care]. We will also ensure that any additional treatments related to this complication are provided at no extra cost to you.

Your wellbeing remains our top priority, and I am personally overseeing your continued care. Please feel free to contact me directly with any concerns or questions.

I deeply regret that your treatment did not proceed as smoothly as we had hoped, and I remain committed to helping you achieve the best possible outcome.

Respectfully,

Dr. [Name]

[Specialty and Institution]

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