



(Practice Name)

(Practice Address)

(Practice phone, email)

(Date)

Dear (Patient),

I hope this message finds you well. We greatly value you as one of our esteemed patients, and I wanted to reach out to you for some assistance.

First and foremost, I want to express my sincere gratitude for the trust you place in me and my team to provide the best possible services and treatments to maintain your overall health. Your commitment to your well-being is commendable and we are delighted to have you as part of our practice.

I wanted to bring to your attention a matter that may not be immediately apparent but significantly impacts our practice. When appointments are either failed, cancelled with short notice or when patients arrive late, it affects not only our schedule but also hinders our ability to accommodate other patients who are in need of our services. Our dedicated team finds themselves with idle time, and this also creates disruption to our schedule.

We understand that unexpected circumstances may arise and we are more than happy to be flexible and accommodate emergencies as needed. However, to ensure smooth operations and deliver high-quality care to all our patients consistently, we kindly request your cooperation in managing your appointments more effectively.

If you find yourself unable to attend an appointment, providing us with as much notice as possible, ideally 24 hours in advance, would be immensely helpful. Additionally, if you routinely encounter difficulties arriving on time for appointments, I encourage you to have a discussion with us so that we can assist you in finding more suitable day and time options for your future bookings.

We genuinely value your time, and we understand the frustration of waiting for appointments due to others arriving late or not showing up. Your support in adhering to your scheduled appointment times would greatly contribute to a smoother experience for you and other patients.

If you have any concerns or would like to discuss this matter personally, please feel free to reach out to me directly on my mobile at (0000 000 000).

Once again, thank you for being an integral part of our practice. Your commitment to your dental health is paramount, and together, we can ensure that our team consistently delivers the exceptional patient care you deserve.

Kind regards,

[Your Name]