

Example of first letter:

Dear Mrs. Smith,

Here at Mayo Clinic, we are dedicated to ensuring that all our patients are cared for in a comprehensive manner. In order to help you better manage your diabetes and hypertension, periodic lab tests are necessary. According to our records, you missed your recent lab appointment on October 31.

Please call our appointment desk at 555-1212 or contact us through the patient portal to reschedule your appointment. If you have already had these labs done at another facility, please let us know.

Thank you for letting Mayo Clinic Family Medicine be involved in your care. Please do not hesitate to contact us if you have any questions.

Sincerely,

Jennifer Jones MD

Example of second letter:

Dear Mrs. Smith,

I hope everything is going well with you. I wanted to let you know that our records show you missed your lab appointment on October 31. Please call our office at 555-1212 or contact us through the patient portal at your convenience to reschedule.

Thank you for letting Mayo Clinic Family Medicine be involved in your care. Please do not hesitate to contact us if you have any questions.

Sincerely,

Jennifer Jones MD