

[Date]

[Patient Name]
[Patient Address]
[City, State ZIP Code]

Dear [Patient Name],

We are writing to sincerely apologize for a recent mistake that occurred in your medical billing statement dated [date of the bill]. At [Medical Practice/Hospital Name], we strive to provide accurate and transparent billing services, and we deeply regret any confusion or inconvenience this error may have caused you.

Upon review, we discovered that [briefly describe the nature of the billing error, e.g., certain charges were duplicated, insurance information was not applied correctly, etc.]. As soon as this mistake was identified, we promptly took action to correct your account.

The following steps have been taken to resolve the issue:

- [Step 1, e.g., Corrected the billing error on your account]
- [Step 2, e.g., Issued a revised statement reflecting the accurate charges]
- [Step 3, e.g., Provided notice to your insurance provider if necessary]

We want to assure you that we are reviewing our billing processes to prevent similar errors in the future. Our staff is undergoing additional training and our systems are being updated to improve accuracy and transparency for all our patients.

If you have any questions or concerns regarding your bill, or if you require further clarification, please do not hesitate to contact our billing department at [billing department phone number] or [billing department email]. Your satisfaction and trust are very important to us, and we are committed to addressing any outstanding matters swiftly.

Once again, we apologize for any inconvenience caused and thank you for your understanding and patience.

Sincerely,

[Your Name]
[Your Title]
[Medical Practice/Hospital Name]
[Contact Information]