

Date: [Insert Date]

Patient Name: [Insert Patient Name]

Patient Address: [Insert Patient Address]

Dear [Patient Name],

On behalf of [Hospital/Clinic Name] and our entire medical team, I am writing to express our sincerest apologies for the medical error that occurred during your recent treatment on [Date of Incident]. We recognize the trust you placed in us to care for your health, and we deeply regret any distress or harm this mistake may have caused you and your loved ones.

Upon thorough review, we have identified that [briefly describe the error, e.g., "an incorrect dosage of medication was administered"]. We take full responsibility for this incident and understand the impact it may have had on your recovery and peace of mind.

Please be assured that the safety and well-being of our patients is our highest priority. To prevent such an incident from happening in the future, we have implemented the following measures:

- [Describe measure #1, e.g., "Enhanced staff training on medication administration protocols"]
- [Describe measure #2, e.g., "Updated and reinforced checks in our electronic medical records system"]
- [Describe measure #3, if applicable]

We are committed to continuously improving our processes to provide you and all our patients with the highest standard of care.

As a gesture of our goodwill and responsibility, we would like to offer you the following compensation: [details of the compensation, e.g., "a refund for the affected procedure," "coverage for any additional treatments required as a result of the error," "a financial settlement," etc.]. Our patient relations team will be in contact with you to discuss the next steps and answer any questions you may have regarding this offer.

Please do not hesitate to reach out to me directly at [Contact Information] or to our patient relations department at [Contact Information] should you require further assistance or support. Your health and trust are of utmost importance to us, and we are dedicated to supporting you through your recovery.

Once again, please accept our deepest apologies for this unfortunate event. Thank you for your patience and understanding as we work to make things right.

Sincerely,

[Your Name]

[Your Position/Title]

[Hospital/Clinic Name]

[Contact Information]