

A Better (Patient Follow-up) Letter

How long has it been since you last reviewed your follow-up letters to patients and the message you send? The Commission on Cancer encourages all programs to review the content of your patient follow-up letters. Let your patients know that you care about them and express interest in their well being. Here is a sample of one message you may want to convey to your patient population.

Because our hospital is interested in your health and well being as a former patient we are collecting information about the status of your health since your last visit with us. We encourage and remind you to continue with regular medical check-ups as often as prescribed by your physician.

In addition to following your progress, St. Elsewhere collects annual followup data and information for any special studies we may perform from time to time. This information we collect helps us to evaluate the quality of care given to all of our patients.

Please aid us in our efforts to collect this information and to help others by kindly sending us the information requested below. You may be reassured that we will maintain the highest level of confidentiality of your medical history and followup information.

A postage paid envelope is enclosed for your convenience. We look forward to hearing from you very soon. Thank you for your cooperation and assistance.

You may also want to work with your software vendor to see what samples they have for follow-up letters to patients.