

John Q. Dentist, D.D.S.
123 Main Street, Suite A
Anywhere, CA 99999
(909) 555-0000

X-ray Request Letter

January 25, 2002

Linda Patient
123 Main Street, Apt. 1
Anywhere, CA 99999

Dear Linda,

I heard today that you have decided to switch to another dental office. In an effort to improve our office, I would appreciate any feedback you can give our office about your experience here. Your comments, positive or negative, help us learn, grow, and continue to provide better dentistry and service to our patients. I have included a comment card and self-addressed, stamped envelope for that purpose.

If you are leaving due to an insurance plan, please know that we completely understand. I have certainly enjoyed having you and your family in my practice and just wanted you to know that if you are not satisfied with your new dental office... you're always welcome to return. We can reactivate your dental records 24 hours a day, 7 days a week. Even if you simply need a second opinion, I'm happy to help. We have had patients leave our practice over the years for the same reason and many have returned later stating they were just unable to find the same type of care anywhere else.

My team and I will do all we can to ensure that you receive uninterrupted dental care by forwarding your x-rays and any other information you may request as soon as possible. We are also available to consult with your next dentist if necessary.

Again, we will miss you and we wish you and your family all the best.

Sincerely,

John Q. Dentist, D.D.S.