New Patient Pending Letter

I am following up to see if you will be starting orthodontic treatment with us at _________________. We would enjoy having you in our practice and I assure you that the most excellent quality of care would be received. Please don’t hesitate to call me with any questions or concerns. Also, in order to keep my records updated, please let me know your intentions.

Pending Patient Survey Letter

I am following up with you regarding your decision concerning John’s orthodontic care. We strive to provide the highest quality of care and customer service at Depew Orthodontics. If you have decided to postpone treatment we hope you will choose our office when the time is appropriate for you. Please indicate below when you feel you may be ready to start.
Sample Patient Letters
By Sandra Issiac

Pending Patient Survey Letter

If you have chosen another orthodontic office, would you please take a minute to let us know why? This will help us to determine how we may better serve our patients now and in the future. Please feel free to be as specific as you wish and elaborate on any concerns. We have enclosed a self addressed, stamped envelope for your convenience.

Which of the following applies to you?

☐ Not proceeding with treatment at this time.
   I may wish to start in __________

☐ We have chosen a different practice.
   Name of practice _______________

Which of the following affected your decision?

☐ Affordability
☐ Financing Terms
☐ Staff
☐ Doctor
☐ Office Hours
☐ Office Location
☐ Office Atmosphere

Is there anything else you would like to tell us about your experience in our office?

________________________________________________________________________
**Extracts Complete Letter**

As you have been informed, Dr. ____________ recommended extractions for Johnny in preparation for orthodontic treatment. I am following up to see if this has been completed. Once the teeth are removed, it is recommended to allow one week for the gums to heal. Please call and let me know if you are ready to schedule Johnny’s appointments for his braces.

If for any reason you have decided to postpone treatment, would you let me know so we can update our records? Please don’t hesitate to call me with any questions.

**Final Recall Letter**

Dear Mrs. _____,

It has been some time since we have seen Hunter for an observation visit and Dr. _____ has asked that I contact you to schedule an appointment. He feels that it is important that we continue to see ______ on a regular basis to observe the eruption of the permanent teeth and to monitor the growth and development.

Please call our office at your earliest convenience to schedule an observation visit for ____________. If we do not hear from you, we will place ____________ ‘s chart in a less active status. We will be pleased to reactivate the records at any time in the future.

It is our sincere desire to be of service to you now and into the future.