Teaching Exercise: Writing an Out-Reach Letter

*Below are two examples of an out-reach letter to be mailed to a patient. Read each letter and discuss which version your team prefers.*

***Example 1:***

Dear Mr. Smith,

We need you to come to the lab for an HbA1c blood test. Our records show you are overdue for this lab. Please come in or call me as soon as possible.

Sincerely, Diana

***Example 2:***

Dear Mr. Smith,

Dr. Alvarez asked me to write to you because it is time for you to have another lab test for your diabetes. This test is called HbA1c, and it measures your blood sugar. The last time we checked your HbA1c, it showed that your diabetes was not being controlled. We would like to check it again to see how you are doing. You can go directly to the lab. You do not have to fast to take this test. I sent the lab a slip with your information. If you need help or have questions, please call me.

Best wishes,

Diana from Dr. Alvarez’s team

*Source: AMA. Practice transformation series: panel management. 2015.*