

Empathetic First Collection Letter Template

*First Collection Letter Intent:*

* *The first collection letter is a friendly reminder informing patients that they have an overdue payment.*
* *It informs them of the outstanding balance, expresses understanding of potential oversight or busy schedules, and encourages them to take action to settle the payment.*
* *The tone is empathetic and supportive. The letter also encourages patients to contact the billing department if they want to discuss other payment options.*

[Your clinic’s letterhead]

[Date]

[Patient Name]

[Patient Address]

Dear [Patient Name],

We hope this message finds you in good health. We are writing to inform you that there is an outstanding balance of [payment amount] on your account. We kindly request that you take a moment to settle this outstanding balance on or before the [due date].

We understand that managing healthcare finances can be challenging, and we are here to help. If you are facing difficulties, please reach out to us at [billing department phone number]. We offer various payment options, including [list of payment options such as online payment portal, credit card, payment plan options, etc.]. Our team can guide you through these options and work with you to find a solution that suits your needs.

Feel free to contact us with any questions or concerns. We appreciate your timely attention to this matter and look forward to seeing you at your next appointment.

Warm regards,

[Name of Billing Department Contact]

[Practice Name]

[Phone Number]

[Practice Address]



Empathetic Second Collection Letter Template

*Second Collection Letter Intent:*

* *The second collection letter is a follow-up to the first letter. It acknowledges that the patient didn’t respond to the first letter and gently reminds them that the payment is still overdue.*
* *It reiterates the importance of addressing the matter promptly to maintain a positive relationship and encourages the patient to contact the billing department to explore solutions.*

[Your clinic’s letterhead]

[Date]

[Patient Name]

[Patient Address]

Dear [Patient Name],

We genuinely hope this message finds you well. We are reaching out once again regarding your overdue payment of [payment amount]. It appears we haven't received a response to our previous letter sent on [date]. We understand that life can get busy, and sometimes correspondence may slip through the cracks.

We are committed to your healthcare needs and understand that financial situations can vary. It is important for us to resolve outstanding balances promptly to avoid affecting any healthcare services. We are here to support you in finding a solution that suits your needs.

If you require assistance, please don't hesitate to contact us immediately at [phone number]. We are here to discuss various options tailored to your situation, including [list of options that the practice offers, like financing plans or sliding scale payments]. Your satisfaction is important to us, and we are committed to finding a resolution.

For your convenience, the attached statement includes detailed payment options. We appreciate your attention to this matter and ask for a prompt response.

Thank you for taking the time to read this letter. We look forward to resolving this issue together.

Warm regards,

[Name of Billing Department Contact]

[Practice Name]

[Phone Number]

[Practice Address]



Empathetic Third Collection Letter Template

*Letter Three Intent:*

* *The third collection letter serves as final notice before escalating to a collection agency.*
* *It communicates the urgency of resolving the overdue payment and clearly states the consequences of non-response.*
* *The tone remains empathetic but emphasizes the necessity of taking action to avoid further escalation. It reiterates the willingness to assist in finding a resolution but underscores the seriousness of the situation if no response is received.*

[Your practice’s letterhead]

[Date]

[Patient's Name]
[Patient's Address]

Dear [Patient Name],

We hope this message finds you well.

We are concerned about an outstanding balance of [payment amount] on your account. Despite our previous attempts to connect, we have not received a response from you. We understand that circumstances can sometimes make it difficult to address financial matters promptly.

However, it is crucial to address this outstanding balance to ensure timely access to our services. Your satisfaction is of utmost importance to us, and we want to work together to find a solution.

Unfortunately, if we do not hear back from you or receive payment by [specified deadline], we will be left with no choice but to contact a collection agency. We would prefer to avoid this step as we value your cooperation and hope to resolve this issue amicably.

We genuinely want to work with you to find a solution that works for both of us. Please call us immediately at [billing department phone number] to discuss specific options that we can offer.

Thank you for your attention to this matter. We hope to hear from you to avoid further escalation.

Warm regards,

[Name of Billing Department Contact]

[Practice Name]

[Phone Number]

[Practice Address]