

Hello, Penelope! My name is Mandy R., and I look forward to working with you today. I have written comments about your submission in the form below and embedded comments directly into your work.

Thank you for choosing us to help you improve your workplace writing. Let's begin!

What's Working:

The reviewer highlights a strength of the writer's work.

This closing works well to help the patient continue to manage her health: *Lastly, let us know if there is any difficulty you are having getting to appointments; we may know of some resources to help you.* This type of information is useful for the patient!

What Needs Work:

The reviewer provides personalized advice to guide job seekers to a more polished final product.

I've chosen three priorities to focus on as you revise.

Content Development

Your assignment description states that you should open with a conversational tone, assuring the patient that she is still a valued customer. However, your letter opens with a statement that seems a bit abrupt:

Our office regrets you missed your recent appointment. It was scheduled for February 23, 2017 at 11:00 a.m.

Consider revising this approach so that the recipient of the letter will feel valued. What are the reasons why patients, especially elderly patients, sometimes miss appointments? If the patient is really a valued customer, what should your first concern be?

Think about the issue in terms of the possible reason why the patient missed the appointment and show empathy in your opening lines. Conversational means that you do not immediately state the point. Instead, you might use the opening lines to demonstrate concern for the patient's health. Let me give an example of a letter I might write for a missed parent/teacher conference:

Dear Mrs. X,

I hope this letter finds you well. I'm writing because I'm concerned that you missed our scheduled parent/teacher conference on _____. We look forward to the chance to talk with parents, and we missed discussing Y's progress with you. We wanted to reach out . . .

As you revise, you'll want to maintain this conversational tone. It might help to imagine that you're writing this letter to a favorite aunt or your best friend's mother.

Organization/Formatting

The letter currently jumps around a bit from topic to topic, so you might consider re-organizing the information in the body of the letter. Your letter will be easier to follow if you deal with one topic completely before moving on to the next topic. In particular, one paragraph addresses more than one topic, which is confusing. Let's look at what you wrote:

Firstly, we want you to know that we have waived the \$75 no-show fee. Secondly, please call the office at 555-1026 and reschedule. It helps us tremendously when patients call and give us advance notice of appointments they will miss.

When do you normally charge that no-show fee? What exceptions are there for applying this fee? For instance, if the patient calls and there is a valid reason for cancelling the appointment, is the no-show fee still applicable?

It might make sense to deal with the waiving of this fee and the need to call when unable to make the appointment in one paragraph before beginning a new paragraph to talk about rescheduling and the importance of having a check-up.

Sentence Structure

Consider making use of transitions in your writing, Penelope, as transitions establish the relationship between sentences and paragraphs and can eliminate the choppy feel that can creep into your writing when you write a number of short sentences together. Here's an excerpt from your writing that could benefit from transitions:

Our office regrets you missed your recent appointment. It was scheduled for February 23, 2017 at 11:00 a.m. We did make a courtesy reminder phone call to your home prior to the appointment.

You can establish different relationships with different transitions. For example, writers use words like "likewise" or "similarly," to show similarities but words like "on the other hand" or "however" to show contrast. To indicate cause and effect, you can use words or phrases such as "therefore," "as a result," and "in consequence." Once your ideas are in place, think about how one sentence connects to the next, and use transition words to help improve the flow of your letter.

Revision Checklist:

The reviewer reminds the writer of the most important revision needs.

- Remember to use a conversational tone.
- Deal with each topic just once in separate paragraphs.
- Make use of transitions to improve the flow of your writing.

Thank you for submitting your letter for a review, Penelope. I enjoyed reviewing it, and I wish you the best of luck with your revision. Have a good day! -Mandy R.

You can find more information about writing, grammar, and usage in our [Writer's Handbook](#). Please look for comments **[in bold and in brackets]** in your submission below. We hope to work with you again soon!



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February 28, 2017

Mrs. Betty Redmond
500 Small Creek Road
Township, NY 55555

RE: Missed Appointment

Dear Mrs. Redmond:

Our office regrets you missed your recent appointment. It was scheduled for February 23, 2017 at 11:00 a.m. We did make a courtesy reminder phone call to your home prior to the appointment.

We are concerned about your health. During regular foot screenings I can find and care for problems that can become more serious such as ingrown toenails, infected cuts, and areas of numbness or swelling. As a patient with diabetes, you may not feel an injury or complication in your lower legs and feet.

You are a valued patient. **[In your opening paragraph, where you should inquire after your patient's health, take the opportunity to ensure that she understands she is a valued patient without directly stating it. Mrs. Redmond isn't likely to feel valued when it's stated in this manner. How could you revise so that it feels more sincere?]** Firstly, we want you to know we have waived the \$75 no-show fee. Secondly, please call the office at 555-1026 and reschedule. It helps us tremendously when patients call and give us advance notice of appointments they will miss. We can organize our day differently and make room for another patient. Lastly, let us know if there is any difficulty you are having getting to appointments; we may know of some resources to help you. For example, we can call designated family members to inform them of appointments, we can give you details of the Erie County Senior Services curb-to-curb van service for those over age 60 to schedule rides to medical appointments, and we can check to see if your contact information is current. **[How does the last point in this list, namely the checking of contact details, fit here? This point does not seem to fit with what you said before.]**

We hope you are well. **[Consider adding something here to the effect that you are looking forward to seeing her again soon so that you can reinforce the feeling of being a valued customer.]**

Sincerely,

Penelope Wilkins, DPM