Date: \_\_\_\_\_\_\_\_\_\_\_

Dear (Patient Name),

According to our records, you recently received care at an emergency room (ER). It is likely that our office could have taken care of this issue for you instead. As your health care provider, and your health care partner, I care about your health and want to help you when I can.

**“Emergency” or “Urgent”?**

We know that sometimes you or your child needs medical advice right away.

Did you know that

* You can **Call Me First**? When you aren’t sure, please give me a call at xxx-xxx-xxxx.
* Our office has a 24-hour on-call number to speak to me/your personal doctor?
* Our office is open late to serve you better? Our hours include…
* Our office is open early to serve you better? Our hours include…
* You can get an appointment the *same* day you call?

Next time, we can help you find out if you *really* need to go to the ER. It will save you time and stress.

Please contact our office to schedule an appointment. Our office is here to help you, and regular appointments are important to getting healthy, and for staying healthy.

Sincerely,

[insert physician or office name]