# **Missed appointment letter**

This sample letter is provided as a guideline only and should be modified according to the situation. ***If the baby’s condition warrants a certified letter, send it both certified and through the regular mail.*** Place the letter and the signed return receipt (if sent certified) in the baby’s chart.

**PRACTICE NAME AND ADDRESS**

[CERTIFIED MAIL-RETURN RECEIPT REQUESTED]

(Date)

Dear (person caring for baby):

You missed the eye exam appointment for your premature baby on \_\_\_\_\_\_\_\_ (date). We were unable to reach you by telephone.

Your baby is being screened or treated for an eye condition known as retinopathy of prematurity or ROP.

**Without proper care, your baby may suffer permanent damage, such as a retinal detachment, and lose vision or even develop blindness in both eyes.**

**If you do not call our office by** [insert date] **at the number listed above, I may need to contact Child Protective Services to help make sure that your infant gets the care he or she needs.**

I am not trying to alarm you or get you in trouble. I am trying to give your baby the care needed to prevent blindness.

Please contact our office as soon as possible to reschedule.

With best regards,

(Physician’s Signature & Name)