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**[](https://www.bing.com/images/search?view=detailV2&ccid=MzsFOWxx&id=C266094D98BD35875E186C6394D25DEAA69F492D&thid=OIP.MzsFOWxxCEB6ijkWxB1pIwHaHZ&q=interpreter+symbol+australia&simid=608037104824486594&selectedIndex=0)**Date

[Title] [Name]

[Address line 1]

[Address line 2]

[Suburb] [Postcode] Need an Interpreter?

 call: (03) xxxx xxxx

Dear [Title] [Name],

**Why are we contacting you?**

We are writing to acknowledge that **your planned surgery has been delayed.** You are on the list to receive <Proposed procedure> at <Surgical unit responsible for care>, <Health service name>.

The hospital has been told that you are ready for this surgery and that you are in clinical urgency category 2, so you should get your surgery within 90 days. We apologise that you have now waited more than 91 days for your surgery, and thank you for your patience. <Optional sentence explaining reason for the delay >.

**What happens next?**

Your health is important to us. <Information about the scheduling timeframe and how this will be communicated>.

**What if your condition changes?**

If your health condition changes while you are waiting for surgery please contact your General Practitioner (GP) for advice or call <Name> <Surgical unit responsible for care> on <Contact phone number>.

Please call <Name> <Position> on <Contact phone number> if you:

* have any questions about being on the planned surgery preparation list or planning for your surgery
* decide not to have the surgery
* have already had the surgery at another hospital
* need to change your contact details
* need to tell us about any time periods that you cannot be available for surgery.

Yours sincerely,

[Name],

[Position]

[Health Service]