

Belongly



**5 email templates designed to make
communicating with your clients easier and
more consistent.**

The community for mental health professionals.

A free, secure space for mental health professionals to collaborate with and meet new colleagues, support each other with referrals and stay connected to a trusted network of peers.

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Email Template for Raising Your Rates

Why do you need to send your clients an email regarding fee increases?

Once you've had an in-person conversation and notified your clients about an upcoming rate increase, it's important to establish an official paper-trail and record of that notice. Giving your clients time to prepare and proper time.

Template

Hi **[Name]**,

As we discussed at the end of our meeting, I will be raising my service fee from **[current price]** to **[new price]**. This increase will take effect on **[date]**. I've enjoyed working with you and hope that our relationship extends well into the future.

If you have any questions about this rate change, please contact me at **[emailaddress]** or directly on my cell phone at **[phone number]**.

Kind regards,
[Your Name]

Email Template for Confirming Cancelled Appointments

This email template can be edited and used to confirm appointment cancellations with your clients.

Template

Dear **[Name]**,

This email serves as a notification that you have cancelled your appointment on [date] at [time]. If you would like to reschedule, please contact our office at [phone number] between the hours of **[X - X]**. We will try to accommodate you at your earliest convenience.

Include the following if the cancellation was late and you have a late cancellation policy in place:

As per our late cancellation policy, you will be charged **[x amount]** for canceling your appointment without providing a 24 hour notice. This amount must be paid in full before you can make your next appointment. In the future, please provide our office 24 hours notice if you will be unable to make your scheduled appointment in order to avoid the late cancellation fee.

Thank you for your understanding and we look forward to serving you in the future.

Kind regards,

[Your Name]

[Contact Information & Signature]

Appointment Confirmation Email Template

Why is a confirmation email needed?

The purpose of your confirmation email is to let your client know the whats, whens, and wheres of their appointment, further ensuring they don't miss your appointment. Your confirmation email should inform the client of what type of confirmation you've set (an appointment), when the appointment is scheduled (date and duration), and where you will meet (including your address, contact details, and directions, if necessary).

Template

Hi **[Client Name]**,

Here's a confirmation letter that I've scheduled your appointment. We're set to meet on **[day of the week]**, **[month/ date/ year]** at **[digital time]** am / pm.

My address is: **[address information]** **[optional: directions]** If you have questions, please reach me at **[phone number]** or via email at **[email address]**.

[optional for new clients]:

Have questions about what to expect during our meeting? Check out this page: What to Expect on Your First Appointment. I look forward to meeting with you.

See you soon!

[Your name]

[Contact Information & Signature]

Outdated I.D. and Insurance Card Email Template

This email template can be edited and used to notify your clients when their insurance card or I.D. is out of date.

Template

Dear **[Name]**,

Our records show that your I.D. and insurance card are out of date in our system. To properly serve you, it is necessary that our office have the most up to date documents.

Please bring your new I.D. and/or insurance card to our office during your next appointment on **[insert date]**.

Please don't hesitate to reach out if you have any questions.
Thank you again for letting us serve you.

Kind regards,

[Your Name]

[Contact Information & Signature]

Update Demographics in Client Portal Email Template

This email template can be edited and used to notify your clients when they need to update their demographic and insurance information via your client portal.

Template

Dear **[Name]**,

Our records show that your demographic and insurance information has not been updated in the past year. It is necessary for our office to have the most up to date information so we can continue to properly serve you.

You can confirm or update your information by logging into our Client Portal at **[web address]**. Demographic and insurance information that is not correct can be directly updated in the portal.

Please let us know if you have any questions.
Thank you again for letting us serve you.

Kind regards,

[Your Name]
[Contact Information & Signature]

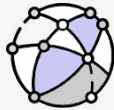


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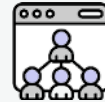
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Belongly is a secure private platform. Currently, we only accept US-based therapists.



Connect

Meet other psychologists, social workers, and mental health professionals who share your specialties, interests, and day-to-day challenges.

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Collaborate

Consult on cases, securely discuss specific issues, and learn from a protected space. Help one another by giving and receiving professional support.

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