Dear type here owner´s name.,

I hope this email/letter finds you well. I am a veterinary surgeon at enter here Referral Centre´s name.and I am getting in contact with you because we are currently doing a study on the outcome of patients who suffered fracture of an intravenous catheter, as enter here pet´s name and date.

OPTION 1 PATIENT STATUS KNOWN

Insert here small paragraph about its status and last appointment.

OPTION 2 PATIENT STATUS UNKNOWN OR LAST APPOINTMENT LONG TIME AGO

<<We are conscious that it has been a long time since you brought enter here pet´s name. to us, and we apologize if this email/letter is causing you or your family any distress. >>

OPTION 3 PATIENT DECEASED

<<Firstly, I want to extend my sincerest apologies for reaching out unexpectedly and potentially causing any distress. I am aware that this topic may be sensitive for you and your family, and I apologize in advance if it brings back painful memories.

I understand that Insert here pet´s name sadly passed away Insert here when that happened, and I am truly sorry for your loss. I deeply regret bringing up any distressing moments, and I completely understand if you choose not to respond. >>

If you prefer not to take part in this study, we respect your decision and we will not contact you again.

If you would be willing to take part, we would like to ask you a few questions about enter here pet´s name and his condition. We have attached a consent form to this email so you can participate and answer those questions. If you decide to help us, please be reassured that all your personal details will stay 100% anonymous. We hope that your help will have a positive impact on the health of other future patients.

We genuinely appreciate your time in considering this request.

Kind regards,

Insert name of the collaborator.