

Negative Letter Example:

Dr. \_\_\_\_\_ and staff:

Now that my son is a little older, I wanted to take a minute to send a letter with some feedback on how you and your staff dealt with his Down syndrome diagnosis. I would like to say thank you to the wonderful nurses who treated my son as if he was their own. Your staff cheered on his accomplishments and guided me as a first time mom. I will never forget the amazing support they showed my small family as we began to process and accept our son's diagnosis.

I know a Down syndrome birth diagnosis can be hard to deliver; the new parents are expecting a certain child and to have to tell them their child may not be what they were envisioning can never be easy. However, a Down syndrome diagnosis is not bad news and to approach the new parents in such a way as to say you have bad news to deliver creates a sense of fear that is not necessary. I at first feared my son's diagnosis because I did not understand the positive side to a Down syndrome diagnosis. I know it is hard not to focus on the initial medical aspects, but it would be appreciated if the new parents could be reassured as to the positive aspects of the diagnosis. Also I feel that Down syndrome should remain the focus during the delivery of the diagnosis and comparisons to other diagnoses the new parents could receive later should be avoided.

Furthermore, I want to extend my help to support any other new parents who find themselves being delivered a prenatal or birth diagnosis. I have met so many other parents who have been in my shoes and reassured me that my son had a bright future. If any other new parents you deliver a diagnosis to need support or guidance, I would be more than happy to talk to them. Those that stepped in when I needed support have been invaluable.

My son was the start to building our family. Since my son was born I have also been delivered a trisomy 22 diagnosis and lost that child early in my pregnancy. I now contemplate the future of adding to our family and hope that should I face another trisomy diagnosis that it will be delivered with all the support that I need to move forward.

Sincerely,

Positive Letter Example:

Dr \_\_\_\_\_ and staff:

I wanted to take a moment to write you and thank you for how you and your staff handled my daughter's Down syndrome diagnosis when she was born. I can imagine that it might be somewhat difficult to tell this type of news to parents. Thank you for not inserting your opinion into our conversation and keeping it very factual.

Since having our daughter we have heard stories of doctors telling their patients "sorry" and we are so thankful that you did not do that. We also appreciated all the support and caring words that we received from the entire nurse staff at the hospital. We felt so loved and felt that everyone cared for our newborn daughter.

I specifically want to thank you for arranging to have my daughter's echocardiogram at the small hospital where we delivered. It allowed us to not be transferred and we knew that those procedures were usually not handled at that particular hospital. It alleviated so much stress to know that we did not have to go to a separate clinic or hospital to have the echo done.

Finally, I want to offer our names to be given as a resource to other parents to have just received the news their baby has Down syndrome. We would love to meet with these families and share how our daughter has positively impacted our lives. Feel free to contact us via email or phone at anytime. Thank you again.

Sincerely,