

Ladies and Gentlemen,

I am here today to address a serious matter concerning an incident of medical negligence at our facility. Firstly, let me offer my sincere apologies to all affected individuals and families. Our commitment is to provide the highest standard of care, and in this case, we failed to meet those expectations.

We have initiated a thorough investigation to understand how this occurred and to ensure it never happens again. We are cooperating fully with all regulatory bodies and will implement all necessary changes immediately. Our priority moving forward is to restore your trust and provide full transparency regarding the steps we are taking.

Thank you for your patience and understanding as we work diligently to resolve this issue and make our facility a safer place for everyone.