



WEBSITE COMMUNICATION FACT SHEET AND CONSENT FORM

As a patient or potential patient of Treat Dental, you may request that we communicate with you via unencrypted email. This Fact Sheet will inform you of the risks of communicating with your dental provider via email. Your health is important to us and we will make every effort to reasonably comply with your request to receive communications via email, however, we reserve the right to deny any request for email communications when it is determined that granting such a request would not be in your best interest.

PLEASE READ THIS INFORMATION CAREFULLY

Treat Dental will make every effort to promptly respond to your requests for information via email, however, if you are experiencing an emergency, you should never rely on email communications and should seek immediate medical attention. If you are having a dental urgency or emergency during business hours, please CALL THE OFFICE so we may get you in to see the doctor.

Risks of using email to send protected health information, include, but are not limited to:

- **Risk of Unauthorized Access by a Third Party.** Do you share a computer with your family? Is your email address or access to email provided through your employer? Do you access your email over an unsecured connection such as public Wi-Fi? Do you access your email on your mobile device? Emails may be accessed by someone you do not wish to know about your health information. Despite necessary precautions, email may be sent to the wrong address by either party. Email may be intercepted or altered in transmission by a computer hacker or computer virus.
- **Unique Difficulty in Verifying the Sender.** Email may be easier to forge than handwritten or signed papers. Treat Dental will only send emails to the email address you provide, but it may be difficult to confirm that you are in fact the person sending the request for information from your provided email address.

Procedures

- Any email sent via unsecured email, such as a personal gmail account, or through the appointment request form will be sent to Treat Dental's unsecured email account.
- Any response email by Treat Dental will be sent through our secure portal. The first time you receive an email from us, the portal provider will send a temporary password for you to log in to read your message. You will be prompted to update the password. We will not send any protected health information through unsecured email, and will always use the portal.
- Do not expect for your email to be checked outside of normal business hours. Occasionally the doctor may check your emails and send a response, but generally expect that your email will be read and responded to (whether by email or phone) during regular business hours, Monday through Thursday, 8am to 5pm. Do not expect a response on Holidays, over weekends, or after business hours.
- Please call Treat Dental at (972) 240-1781 to confirm that your email or website inquiry was received if you haven't heard from us by email or phone by the next business day.
- If at any time you change your email address or wish to discontinue email communications altogether, you must notify Treat Dental immediately.

Patient Consent To Unencrypted Email Communications

By checking the box that states "I agree to the terms & conditions" when submitting the Appointment Request form on our website or by initiating email communication with us, you acknowledge your recognition and understanding of the inherent risks of communicating your health information via unencrypted email and hereby consent to receive such communications despite those risks. Messages containing clinically relevant information may be incorporated into the medical record at the provider's discretion. Any email response by Treat Dental will be sent through our secure email portal.

You also acknowledge that you have the choice to receive communications via other more secure means such as by phone, and by submitting the Appointment Request form on our website or by initiating email communication through your personal email, have decided to allow electronic communication. You agree to hold Treat Dental harmless for unauthorized use, disclosure, or access of your protected health information to the email address you provide.