

# JOURNAL

Quarter 3, 2022

Hawaii Dental Association





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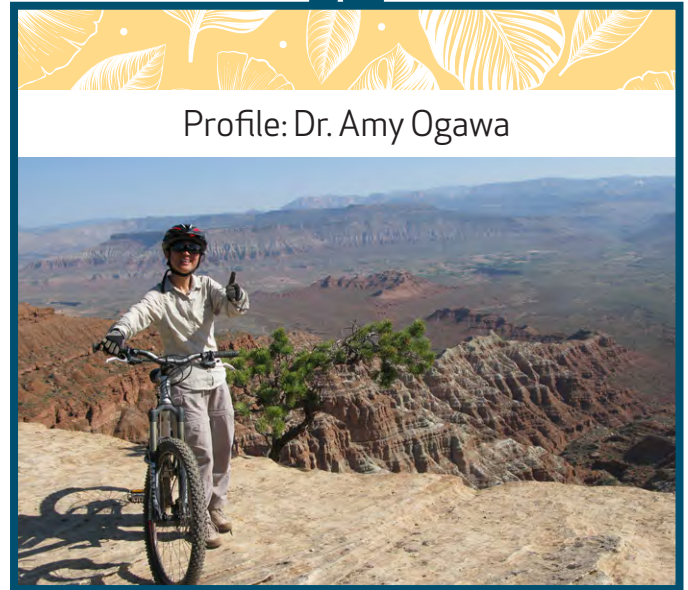


# TABLE of CONTENTS

11



12



14



18



**5** Letter from the President

**7** Letter from the Executive Director

**9** HDA Corner

**10** Meetings & Conventions

**12** Profile

**14** Follow Your Foundation

**16** Government Relations

**18** Risk Management

# Hawaii Dental Association JOURNAL

Quarter 3, 2022

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Vacant

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Dr. Lena Hamakawa, Dr. Nora Harmsen, Dr. Jaclyn Palola, Dr. Candace Wada, Dr. Gary Yonemoto, Ms. Melissa Pavlicek and Mr. Danny Cup Choy, and The Compliancy Group

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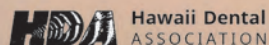
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HDA President  
**SCOTT KANAMORI, DDS**



So, I ask those who are members, to ask their friends or acquaintances who are non-members to consider joining.

Greetings Friends and Colleagues,

I hope you and your families have been enjoying what has turned out to be a hot dry summer. Thankfully for surf fanatics there has been a deluge of southern pulses keeping us mentally stable. Summer activity for the Hawaii Dental Association has also been sizzling since my last letter to membership.

Regarding our HDA building, we've held a second Special Meeting of the House of Delegates via Zoom to accept the purchase offer from Care Hawaii. If the sale proceeds as scheduled, our next order of business will be to find ourselves a temporary or permanent physical space. We currently have a Task Force investigating our options. I have been assured by our Executive Director and her staff that operations will continue as normal, no matter where we land. Over the past two years, HDA like many organizations has gained a lot of experience working remotely, and perhaps it is time to question the need for a large physical space.

I recently returned from Seward, Alaska. I attended the Western States President's Conference with our President Elect Dr. Norman Chun and Executive Director Ms. Kim Nguyen. This conference is hosted by one of its component members annually: District 11 (Alaska, Idaho, Montana, Oregon, Washington), District 14 (Arizona, Colorado, Hawaii, New Mexico, Nevada, Utah, Wyoming) and District 13 (California). It was a privilege to spend time with the different states' presidents, presidents-elect, and executive directors in casual, round-table style discussions without parliamentary procedures.

What continues to linger in my thoughts is my conversation with the president of New Mexico Dental Association. She is a Dental Service Organization (DSO) owner dentist and has worked with her executive director

to put several other DSO dentists into leadership positions at their state association. She impressed upon me her concern is that a portion of our DSO employee dentist colleagues feel under-represented by our associations, that they have not felt welcome or appreciated. It makes me question, "How do our Hawaii employee dentists feel?"

It is a fact that there is an annually growing percentage of our graduating dentist colleagues going to work for DSOs. It is a fact that nationally, the American Dental Association is failing to retain new dentist members in our ranks after the start of their careers. Our 14th District Trustee Dr. Brett Kessler presented that Hawaii is no exception.

If a larger and larger percentage of our new graduate colleagues are going to work for DSOs and our sharpest decline in membership retention is this New Dentist demographic, should this not be our association's primary outreach focus? Perhaps we should be asking as an association, what more can we do to improve the lives of Hawaii's employee dentists and their sense of connection to our organization?

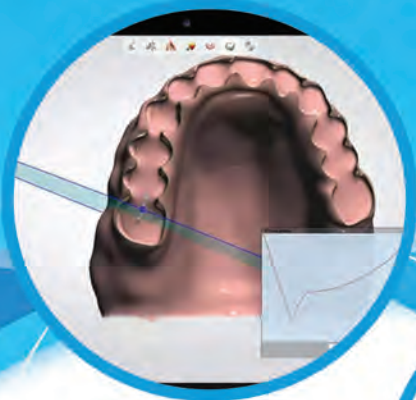
As an association, we hope to speak for all dentists—advocating for patient safety and to preserve the integrity of our profession, but to have legitimacy we need to continue to prove we hold a majority, and that is reflected in our membership numbers. So, I ask those who are members, to ask their friends or acquaintances who are non-members to consider joining. Ask them to be a part of a 150-year history whose mission is to advocate for them at the highest levels of government and protect their ability to do what they love and how they want to do it. We are all on the same team. We all want to continue serving the public safely.

With Gratitude and Respect,

Scott Kanamori, DDS  
President

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HDA Executive Director  
**KIM NGUYEN, MSW**

## Q3 and Then Some!

Aloha HDA Members,

As we enter the third quarter of 2022, we're actually preparing not only for the fourth quarter but also for 2023.

I can't emphasize this enough but please plan out your schedule of courses to ensure that you gather enough CE credits for license renewal at the end of 2023. Even though the state Board of Dentistry has approved synchronous courses (such as real-time Zoom) to be accepted in the same manner as in-person courses, the next step is for the state to schedule and hold Rules Hearings. Then a signature by the governor is needed. At the time of this publication, the Rules Hearings have not been scheduled. We are actively monitoring and will let members know. So, at this time, we are "back" to the 8 credits of "computer correspondence courses."



The makeup of the profession of dentistry is changing—more female dentists, more racially diverse dentists, more dentists who are not in private practice, and more baby boomers are retiring faster. And we must change with it.

Remember though, you can receive up to 12 CE credits at HDA's two-day in person convention on Jan. 26–27, 2023—be sure to attend! Registration will open in mid-Oct. Also check with your study clubs and other vendors about their in-person offerings—we do not maintain a list of such courses (only those that HDA and Honolulu County

host), but don't wait until 2023. Plan ahead now!

At the national level, don't forget that ADA's SmileCon is coming up in mid-Oct. in Houston, TX. ADA has partnered with the state dental association and local component to bring this refreshed experience to you, our members. I know it's not an easy flight over to Texas but remember that not only can you gain the much-needed in-person CE credits, but you'll see firsthand what ADA membership brings you. The tripartite continues to work hard for you—our dedicated members—to show you value for your dues while working to protect and enhance the profession. From benefits that you can touch and experience (endorsed products and services, discounted CE courses, resources and toolkits) to the intangible (advocacy to protect dentistry—who do you want to be making decisions about your profession, and networking and mentorship).

The makeup of the profession of dentistry is changing—more female dentists, more racially diverse dentists, more dentists who are not in private practice, and more baby boomers are retiring faster. And we must change with it. The tripartite is working towards inclusion of such diversity—we hope you'll join us so that together, we can support all dentists. Stand by for more updates on this work.

We are excited for what's to come. Join us on this journey!

My best,

A handwritten signature in black ink that reads "Kim Nguyen". The signature is fluid and cursive, written over a light grey rectangular background.

Kim Nguyen, MSW  
Executive Director



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# 2022 HDA Meeting Calendar

All HDA members welcome at all HDA meetings—RSVPs are required to [hda@hawaiidentalassociation.net](mailto:hda@hawaiidentalassociation.net)

## Conferences & Events

October 5, 2022 via Zoom—6:30pm ...HDA HOD Reference Task Force

October 13–17, Houston, TX .....ADA “SmileCon” Annual Session and House of Delegates

**Board of Trustees**  
**Thursday September 29, 2022**  
**8:30am–approx 1pm**  
**via Zoom** (unless otherwise noted)

**Executive Council**  
**Wednesday October 26, 2022**  
**6:30–approx 8:30pm**  
**via Zoom** (unless otherwise noted)

**House of Delegates (HOD), and Awards Ceremony (to follow)**  
**Sunday**  
**November 20, 2022**  
**8:30am**  
**Halekulani Hotel**

*Dates subject to change; email the HDA office to confirm.*



## E Komo Mai!

### New Members

- Ryan Chun, DMD
- Penelope Dodson, DDS
- Matthew Hayase, DDS
- Michael Hironaka, DDS
- Rachel Jahraus, DDS
- Leon Johnson, DDS
- Kristin Lee, DDS
- Steven McDaniel, DMD
- Patrick Munley, DDS
- Claire Park, DDS
- Ha Bin Park, DDS
- Azin Sayah, DDS
- Kasey-Kalei Tamashiro, DMD
- Tammy Tran, DDS
- Luke Vickers, DDS
- Kyrell Wright, DDS
- Marina Young, DDS
- Michelle Zhou, DDS



### Hawaii County Dental Society

By Dr. Lena Hamakawa, Hawaii County President

Hawaii County Dental Society held our first Zoom/in—person meeting in July. Our meeting was graciously sponsored by Central Pacific Bank, with guest speakers from Cherry Technologies. The topic of our meeting was on patient financing.

Our next meeting will be held on September 20th via Zoom, with guest speakers, HDA President Dr. Scott Kanamori, and HDA Executive Director Ms. Kim Nguyen.



## In Memoriam

Walter Sakamaki, DDS

Richard Sakamoto, DDS

Albert Yamamoto, DDS



**DR. NORA HARMSEN**

# DEP Working for You!

By Dr. Nora Harmsen, HDA DEP Member

**H**OW MANY TIMES have you attended a HIPAA presentation? How many times do you hear what you need to do to keep office information private and safe? How many times have you gone back to the office determined to work on improving your computer and patient information security?

Well, if you attended the Social Media and HIPAA Compliance continuing education program this past July 14, you may now realize that this is something you may need to take much more seriously than before. Our webinar featured Ms. Kelly Anne Koch from The Compliancy Group, one of our ADA/HDA endorsed companies.

Ms. Koch clearly covered the requirements for training your staff to be HIPAA compliant and to understand the consequences of fines that could be levied for misuse of social media. In this world of smartphones, Instagram, Snapchat, and Twitter, it is so easy for someone to violate HIPAA regulations, with just a quick seemingly innocent post online. Every office needs to have a HIPAA plan in place, training of the staff yearly and with new hires, and plans to address any breaches.

For those of you who need some help with the actual implementation of HIPAA rules and safety precautions, both for those who were able to complete this program and those that were not, The Compliancy Group offers personalized office help for you. Check with the ADA services for more information and more webinars offered by The Compliancy Group.

The HDA Dental Education Program (DEP) has decided to focus our fourth quarter energies toward our first full in-person, two-day convention to be held on January 26–27, 2023. As we have no CE classes planned for quarter four of 2022, mark your January calendars for two great days of CE, including an Ethics Class as required for the license cycle. We are planning a few new surprises to brighten the days and hope that you and your staff will get excited to see friends and colleagues and touch and feel vendor products again. Watch for the registration packets coming out in October and sign up the entire staff. We plan to have something for everyone to enjoy.

The DEP is always looking for new ideas and input from the membership for future programs and updates to the convention. Don't sit back and wait for others to come up with ideas, we need *you!* Membership in the HDA and the benefits you receive are often part of learning to put yourself out there to help. DEP Chair Dr. Jackie Lum and our Executive Director, Ms. Kim Nguyen, welcome your emails with new ideas. Be a part of something bigger than yourself. HDA is *your* organization.

And don't forget to attend the SmileCon 2022 in the beautiful host city of Houston, Texas, October 13–15. Look for all the information to register and plan your Texas-size experience at [SmileCon.org](http://SmileCon.org).

There will be something for everyone there, with a panel on generational shift and its effect on oral health and the profession. There is a Snack City with featured “snacks” representing small steps each person can take to improve health equity and many other panels and courses for anyone. Check out the schedule of events and sign up to enjoy all that the Houston area and SmileCon 2022 has to offer.

See you in person in Honolulu on January 26–27, 2023! 📍

**Mark Your Calendar!**

**ADA SmileCon 2022 Oct. 13–15, 2022**

**HDA Convention Jan. 26–27, 2023**



**DR. JACLYN PALOLA**

# Young Dentists Reunite!

By Dr. Jaclyn Palola, HDA Board of Trustees and Young Dentist Group Co-Chair

**T**HE VERY FIRST in-person Young Dentist Group (YDG) meeting since the start of the pandemic was a blowout success! Held on Thursday, August 4, the event reached maximum capacity with an enviable waitlist of young dentists eager for long-awaited reconnection. Over 40 attendees arrived at Central Pacific Bank's (CPB) flagship downtown location, where the penthouse conference area boasts 270-degree views of the city and ocean through its floor-to-ceiling windows. CPB executives, Hawaii Dental Association (HDA) staff members, and a stunning sunset welcomed the guests to CPB's newly renovated space. Young dentists had a chance to meet new faces and connect with friends, while enjoying a spread of Asian-inspired tastings, including shrimp tempura, kalbi, scallion pancakes, and gyoza.

Following a CPB presentation on practice and home loan programs, Dr. Scott Morita shared information about the HDA Foundation's Give Kids a Smile (GKAS) program and its upcoming fundraiser Gala

**Mark Your Calendar!**

**Give Kids A Smile Gala  
October 1, 2022**

on October 1. Committees were formed around the primary activities powered by the HDA Young Dentist Group: Give Kids a Smile outreach, Give Kids a Smile fundraiser program, and HDA Young Dentist Group meeting planning. The majority of attendees seized the opportunity to sign up as volunteers and leaders-in-training. Dr. Morita then presented a continuing education course on "Masking Orthodontic White Spot Lesions," Dr. Morita covered indications and non-invasive techniques to resolve these lesions using products by DMG Icon, sharing clinical examples, and answering questions.

The Young Dentist Group looks forward to seeing your support for the HDA Foundation at the GKAS Gala on Saturday, October 1 at the Alohilani Resort. Food and beverages will be provided. A Silent Auction and Wine & Whiskey Wall will also be featured. Proceeds would benefit our Give Kids a Smile Hawaii program, which provides free dental cleanings, screenings, fluoride, and dental education to keiki in underserved areas statewide annually. If attending the Gala is not possible, please consider donating an experience for the Silent Auction or a favorite bottle for the Wine & Whiskey Wall. By doing so, your gift would impact thousands of Hawaii's underserved keiki and their families through Give Kids a Smile Hawaii. Please visit [www.hdafgala.com](http://www.hdafgala.com) to purchase tickets and [www.hawaiidentalfoundation.org](http://www.hawaiidentalfoundation.org) to learn more about our outreach. 🦷



In this journal, we're happy to introduce Dr. Amy Ogawa first-hand!

## HDA Member & Volunteer

# Dr. Amy Ogawa

By Dr. Candace Wada, HDA Member

**I WAS BORN AT** Wahiawa General Hospital, but lived and grew up in Waipahu on the sugar plantation. My father was employed by Oahu Sugar Company at the age of fourteen. He then became a business agent of the I.L.W.U. He died in 1964 from a cerebral hemorrhage leaving behind my mother, two sisters, my brother, and myself. My mother began working at the state capitol in the Senate print shop and remained employed there until her death in 1988.

I attended Waipahu Elementary, Intermediate, and High School. At the age of fifteen, I began working as a dental assistant and found that I enjoyed the work and especially the patients.

After graduating from high school, I attended Leeward Community College then transferred to University of Hawaii, Manoa where I received my certificates in Dental Hygiene. I practiced Dental Hygiene for a couple of years and found that I really enjoyed it, but felt a desire to further my career.

I then returned to University of Hawaii and enrolled in classes to qualify for admittance to dental school. I attended the Oregon Health Sciences University and graduated in 1986. In dental school there were only eight women in my class of eighty-six. In recent years, women take up approximately half of the dental class enrollment.

I returned to Hawaii after graduating where I took on a position as a dentist at Dental Care Centers of Hawaii. After a year, I then went on to practice as an associate dentist with Dr. Miyano in Waipahu. I was an associate for nine years and then decided to open my own practice, also in Waipahu. After owning and practicing for twenty-one years, I decided to sell my practice and became an associate dentist for the company that purchased my practice. I was employed for two years and decided to retire so I could spend more time with my family.

After retirement I volunteered on some weekends to provide dental care to the longline fishermen from other countries who are out to sea for weeks at a time with no access to dental care. The pandemic soon hit, which put an end to many of these services.



Dr. Amy Ogawa | Then

I have enjoyed retirement and spend time working in my yard, vegetable gardening, meditating by doing ikebana, running, hiking, canyoneering, and have recently taken up playing the ukulele and piano. I visit my only daughter, a granddaughter (15 y/o), and a grandson (11 y/o) who live in Berkeley, California. My daughter and I have completed three half marathons—the Hapalua, Berkeley, and San Francisco. My husband of thirty-two years, Michael Horton, is also retired from graphic design. We both love to travel and plan on traveling once this pandemic is over.

Since I have more free time now, I try to get more involved with the HDA. I am on the Board of Trustees and try to help out with some of the HDA administrative tasks. What an eye opener it is to be active with the HDA. I've observed the hard work and dedication of our member dentists who volunteer to accept executive, delegate, and speaker of the house positions, to participate on task forces, programs, committees, and submit content for the journals, etc.

One area that often goes overlooked is how hard the staff of the HDA works for us. Our executive director works at all

““““

The HDA has helped me through all the years as a dentist, and is always there to help you.

hours of the night, and the staff works tirelessly. I am so impressed by how they keep the organization functioning. I think about how the organization kept us abreast of the issues everyone was facing during the pandemic and how they kept us current and informed of office protocols, and helped us obtain free PPE.

The HDA has helped me through all the years as a dentist, and is always there to help you. I urge you to please get involved with the HDA so it continues to help the future of dentists. After all, the association is only as strong as its members and their participation. 🙌

Dr. Amy Ogawa | Now



# HDA Foundation's Activities

By Dr. Gary Yonemoto, *Foundation President*

**I**N THESE TIMES of high inflation and interest rates, the Hawaii Dental Association Foundation (HDAF) is continuing to move forward in 2022. On the positive side, our members continue to provide support and donations. As to be expected, donations have been down due to the economy.

However, our Fund Development Committee, chaired by Dr. Jeff Sonson, is targeting October 1, 2022 for completion of our Fund Development packet. There are many ways any person can donate to the Foundation without putting undo economic stress on your budgets. By the time this article comes out, the “packet” should be available. Please review!

The HDAF also completed our animated Give Kids a Smile (GKAS) video, which is designed to be integrated into the curriculum of the DOE, grades K–6, this fall 2022. I have seen the video and it is great! Perhaps some of you will have viewed this by the time this article is distributed. Our HDAF board would gladly accept any input from our members.

Our GKAS “Roaring 20s” Gala is planned for October 1, 2022 at the Alohilani Hotel. Hopefully, as you read this many of you attended and had a wonderful time. Income from our Gala is earmarked for our GKAS activities.



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If any dentist wishes to volunteer for the GKAS events, please contact our office. Our GKAS events are not only fulfilling but also *very fun!*

In fact, we will have our first event on Maui at the end of October 2022. The Honolulu event will return to in-person in February 2023. If any dentist wishes to volunteer for the GKAS events, please contact our office. Our GKAS events are not only fulfilling but also *very fun!*

Our grant giving is proceeding as expected. Our first cycle was in early May and our next cycle will be in early

November of 2022. The grant committee now comprises of Drs. Jeffrey Sonson, Rosemarie Tan, and Dayton Lum. Our former member, Dr. Chris Nakamura, has moved to Colorado. The entire HDAF family wishes him much success! 🦷

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Please visit our website, [www.hawaiidentalassociation.org](http://www.hawaiidentalassociation.org), to learn more about the Foundation and to get involved.

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Helping Hawaii Smile

Give Kids A Smile!

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**MS. MELISSA PAVLICEK**



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# Policy, Politics, and People

By Ms. Melissa Pavlicek, JD, and Mr. Danny Cup Choy, M Ed, *HDA Legislative Consultants*

**R**EDISTRICTING, REAPPORTIONMENT, AND re-election affect 100 percent of the Hawaii legislature every ten years. At least 13 new faces, or familiar faces in new seats, are anticipated of the 76 members of the state legislature. This year, Hawaii also had a Governor's race, U.S. Senate race (Senator Brian Schatz was up for re-election) and two U.S. Congressional races. What this means for dentists, oral health policies, and the future of health in Hawaii is that there will soon be a rare opportunity to re-introduce—or in many cases introduce for the first time—oral health policy issues and dentists themselves to policy leaders. The state's newly elected Governor and Lieutenant Governor will take office in December. Legislators will take office in November.

Policymakers are the ones who:

- Establish continuing education rules for maintaining a dentist's license.
- Provide funding for programs like Medicaid, such as Hawaii's new Adult Dental Medicaid program, expected to be implemented in 2023.
- Oversee prohibitions on (or inclusion of) fluoridation in public water supplies.
- Create tax incentives, credits, or fees on professionals such as dentists.
- Pass laws to reduce tobacco use.

- Set out regulations about who can be hired to perform which duties in a dental office.

Policymakers will be less effective in adopting pro-oral health initiatives if they aren't introduced to dentists and other experts in oral health. Introducing yourself to a policy leader can be as easy as typing your address in the legislative website here: [www.capitol.hawaii.gov/fyl/](http://www.capitol.hawaii.gov/fyl/) and finding the state House Representative and Senator who personally represent you (or your business) and sending them an email.

An even more effective way to communicate with policy leaders is to work together through the HDA Legislative Program chaired by Drs. Norman Chun and Glenn Okihiro. By communicating as a powerful voice of the state's leading oral health advocacy organization, each HDA member can share in the collective influence of the group. HDA's Legislative Program prioritized supporting the Adult Dental Medicaid program, which was approved by legislators in 2022, and promoting bills that reduce tobacco use. The program regularly meets with legislative committee chairs, legislators who author bills related to oral health, and other policymakers in the state.

Politics, the act of getting elected by voters, is beyond the scope of the HDA which has restrictions against elective activity based on its tax status as a professional/trade organization. A Political Action Committee



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“PAC”) was established by oral health leaders in the state and it is the PAC that can support candidates who align with the goal of sound oral health policies. By contributing to the PAC, dentists can provide support for candidates they trust. The word “politics” has sometimes come to mean something more distasteful than simply elections. For many voters, it means distrust, negative campaigning, or horse-trading on issues. By supporting good candidates through a PAC, voters—including dentists—can restore trust and ensure that good candidates become future good policy leaders.

Numerous dentists currently serve and have served in the U.S. Congress. Hawaii currently has no dentists serving in the state legislature. Perhaps that day will come in 2024 or 2026. 🦷

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17

## Best Practices in Healthcare Communication

By The Compliancy Group



**T**HE WAY DENTAL practices communicate with patients has evolved as patients look for the easiest way to contact their healthcare providers. As patient-provider communication tactics change, it is crucial to keep HIPAA in mind.

The HIPAA rules and regulations differ depending on how your dental practice communicates with patients. Learn best practices in healthcare communication and how to avoid common communication errors.

### Rules for HIPAA Compliant Communication

The HIPAA regulation dictates best practices in healthcare communication. Regardless of the communication method (such as phone, text message, mail, email, or chat), it must fully comply with HIPAA rules and regulations.



Before using respective tools to communicate with patients, confirming a patient's contact information (mailing address, email, phone number) is essential. Written patient consent is also required for particular communication methods before use, and before using some tools, you must have a signed business associate agreement (BAA).

How can you use different communication tools in your dental practice while maintaining HIPAA compliance?

### Patient Phone Calls

Other than simple appointment reminders, the patient must sign a consent form before medical information can be discussed over the phone. This is because it can be challenging to confirm the patient's identity via phone. Additionally, limiting the information left in the message is important when leaving a voicemail. Voicemails can be easily overheard, leading a patient's family members or friends to hear sensitive treatment information that the patient does not want to be shared with others. Information appropriate to leave on a voicemail includes the patient's name, the doctor's name, and a call-back number.



### Texting with Patients

Traditional text messaging (SMS) does not have the security measures to protect protected health information (PHI) adequately. Therefore, SMS is not HIPAA compliant and cannot be used as means of patient communication. Other popular texting platforms such as iMessage and Whatsapp are also not



compliant as the software providers don't sign BAAs. There are, however, texting platforms designed explicitly for healthcare businesses. These platforms can be used for HIPAA compliant texting, provided your practice secures a signed BAA with them before its use and employees correctly use the texting platform.

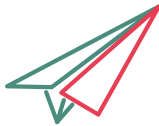
### Sending PHI Through Mail

There have been instances in which healthcare providers have sent sensitive information to the wrong patient. To avoid the wrong patient receiving the correspondence, it is crucial to double-check a patient's address before sending them anything containing PHI. HIPAA also requires patient information to be sent through certified mail or a similar service that requires a signature. Since standard mail cannot be tracked to confirm receipt, it is not HIPAA compliant.



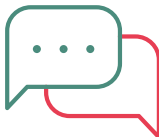
### Emailing Patients

Generally, it's not recommended to communicate with patients through email. However, it is permitted with written patient consent. Since the patient is unlikely to use a secure email service, the provider must also warn the patient of the cybersecurity risks associated with email. Lastly, healthcare providers must use a HIPAA compliant email provider and encryption service when sending PHI through email.



### Live Chat

Online chat tools through your website can be a quick and easy way to answer patient questions. When choosing which chat tool is



right for your dental practice, it is important to choose a HIPAA compliant tool. While specific chat tools are made with healthcare in mind, others can provide a HIPAA compliant service. As a general rule, HIPAA compliant chat software includes safeguards to secure PHI and will sign a business associate agreement.

### HIPAA Compliant Communication Considerations

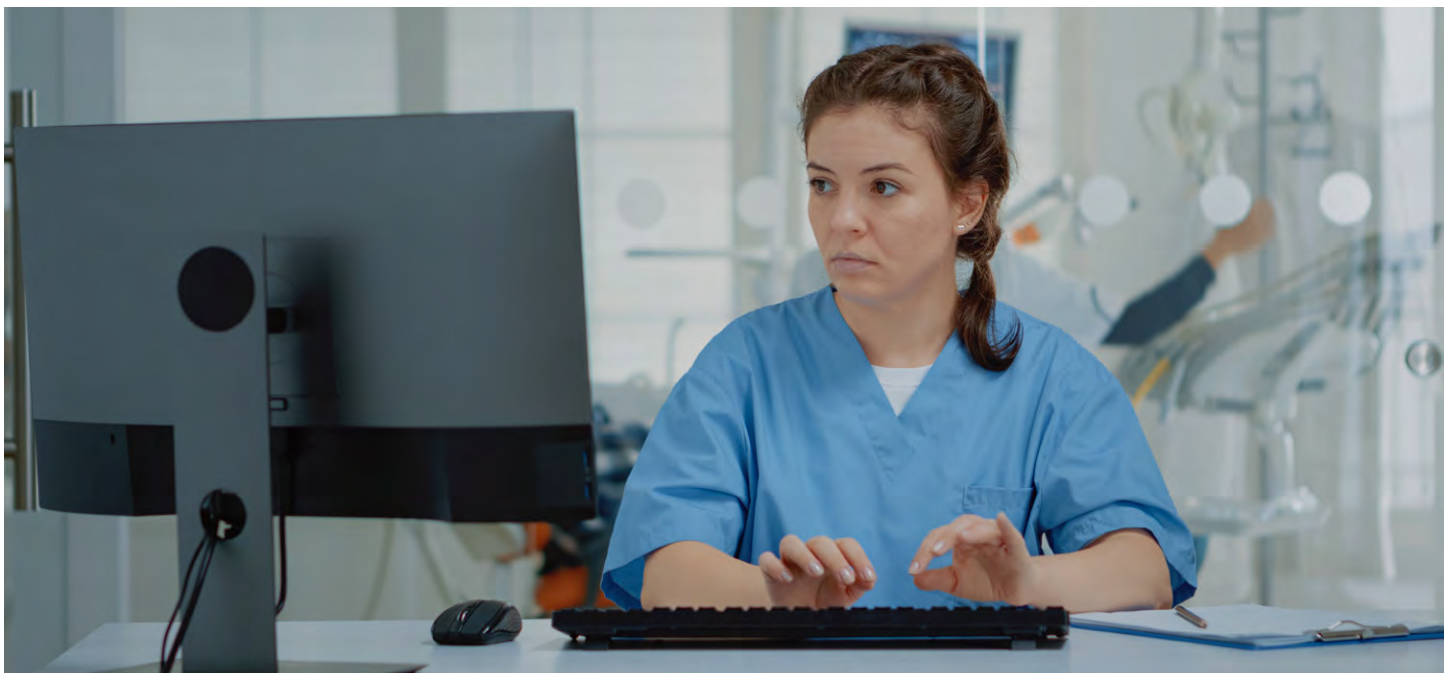
As you may have noticed, HIPAA compliant communications come down to several considerations.

1. Do you have written patient consent to communicate with them in a certain way?
2. Have you confirmed the patient's contact information?
3. Are you using a HIPAA compliant communication tool? (Do you have a signed BAA with the service provider? Does the platform have the required security features?)
4. Is the tool being properly used by your staff?
5. Are you limiting communication of PHI to the minimum required to perform a job function? 🦷

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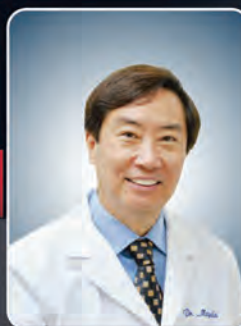
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