



Privacy Policy

We are committed to protecting the privacy of our patients' personal information and to utilizing all personal information in a responsible and professional manner. This document summarizes some of the personal information that we collect, use and disclose. In addition to the circumstances described in this form, we also collect, use and disclose personal information when permitted or required by law.

We collect information from our patients such as names, home addresses, work addresses, home telephone numbers, work telephone numbers, and e-mail addresses. (collectively referred to as "Contact Information")

Contact Information is collected and used for the following purposes:

- To open and update patient files
- To invoice patients and/or legal guardians or persons financially responsible for patient accounts, for dental services, to process credit card payments, or to collect unpaid accounts.
- To process claims for payment or reimbursement from third-party benefit providers, insurance companies and government agencies.
- To send SMS text message, and other, reminders to patients concerning the need for further dental examination or treatment.
- To send patients informational material about our dental practice.
- To track patient experience.
- To facilitate the efficient delivery of services.

Contact Information is disclosed to third party health benefit providers and insurance companies where the patient has submitted a claim for reimbursement or payment of all or part of the cost of dental treatment or has asked us to submit a claim on the patient's behalf. Patient information is not shared with third parties for marketing purposes.

Personal Information That You Provide Through the Site and Phone:

- We collect personal information from you when you voluntarily provide such information in order to obtain access to a certain service, or for some other purpose. etc. By voluntarily providing us with your personal information, you are

consenting to our use of it for that purpose, in accordance with this Privacy Policy.

- You have the right to withdraw or change your consent at any time by providing written notice to Calgary Oral and Maxillofacial Surgery.

Financial information may be collected to make arrangements for the payment of dental services from whomever has been written as financially responsible for the account.

We collect information from our patients about their health history, their family health history, physical condition, and dental treatments. (Collectively referred to as “Medical Information”) Patients’ medical Information is collected and used for the purpose of diagnosing dental conditions and providing dental treatment.

Patients’ Medical Information is disclosed:

- To all third party benefit providers, insurance companies and government agencies where a claim is being submitted for reimbursement or payment of all or part of the cost of dental treatment.
- To other dentists and all other health care providers, where further information and/or discussion is required
- To other dentists and dental specialists if the patient has been referred by us to the other dentist or dental specialist for treatment.
- To other dentists and dental specialists, where those dentists have asked us, to provide a second opinion.
- To other health care professionals such as physicians if the patient has been referred by us to the other health care professional for either a second opinion or treatment.
- Where we are seeking and/or providing information to the following: laboratories, radiology centres, hospitals, etc
- For educational, teaching and demonstrating purposes on an anonymous basis
- To students and/or other dental practitioners who may observe dental services for educational purposes.
- To comply with legal and regulatory requirements, such as correspondence with a provincial dental regulator, privacy commissioner or any statutory review board as required under legislation
- To allow for internal planning and management purposes, such as resource management, quality assurance, human resources management and policy development

- To the offices and servers of Calgary Oral and Maxillofacial Surgery.

Dentists are regulated by the College of Dental Surgeons of Alberta which may inspect our records and interview our staff as part of its regulatory activities in the public interests.

