

April 7, 2020

To our valued patients:

We are writing you to let you know that providing confidential and safe care is DMG's highest priority. During this COVID-19 pandemic, we have the option of delivering your care in a safe and convenient way through telehealth.

We would like to provide you with information on the improvements DMG has done to safeguard your privacy while using Zoom for your telehealth appointments:

- Zoom has released an update to the application (app) to fix potential issues with others joining the appointment. We ensured this update was applied to all DMG computers;
- DMG has disabled the "Chat" function to prevent uninvited people from joining the appointment;
- We educated our staff to create new, individual meeting IDs for every appointment;
- We added passwords for all appointments. The password is included in the meeting link you receive. This will allow only invited people to join the appointment, while still allowing you to join your appointment with a single click;
- We educated our providers that they will hear a sound effect whenever a person joins or leaves a meeting. This is a cue to our provider to ask who left or joined, or switch to a phone appointment;
- We are recommending that the DMG provider lock the meeting after you have joined your appointment to prevent uninvited people from attending your appointment.

DMG will continue to monitor the Zoom app to ensure it remains a safe way to provide telehealth care and treatment to our patients.

Sincerely,



Jeff Weil, CIBO
DMG Chief Information and Brand Officer