

Dear CDSS registrants,

I am writing to offer my sincere apologies for an incident that occurred in May 2024. During this incident, I accessed patient records from a previous employer without authorization, and a member of my staff contacted several of those patients to solicit them to receive endodontic care at Crest Endodontics.

I fully recognize the concern this has caused for both your practice and your patients, and I take complete responsibility for my lapse in judgement. As such I would like to formally apologize if this incident impacted your patient's trust in their relationship with your clinic.

I deeply regret that my actions fell short of the high standards you and your patients rightly expect. Upon learning of the error, I have since strengthened my access controls and conducted thorough staff retraining on privacy regulations and ethical solicitation practices.

I understand that regaining your trust will require consistent, demonstrable improvement, and I am personally committed to upholding the highest level of confidentiality and professionalism in every aspect of my practice.

Please accept my heartfelt apology for this breach and any impact it may have had on your relationships with your patients. If you have any questions or concerns, or if you would like to discuss this matter further, feel free to reach out to me directly at [sallyliu168@gmail.com](mailto:sallyliu168@gmail.com) or (647) 995-5823.

Sincerely,

Dr. Sally Liu