

Email for Dental Practices

Cheat Sheet

Is your email secure? How to tell what you're using and what to fix first.

Quick Tell: What's After the "@"?

Free consumer email (not ideal for business): @gmail.com, @yahoo.com, @hotmail.com, @aol.com

Business email (recommended): name@YourPractice.com (often Microsoft 365 or Google Workspace)

2-Minute Check: What Type of Email Do We Have?

- **Outlook** (desktop/mobile) is often **Microsoft 365 / Exchange**
- **Gmail** with your domain (you@yourpractice.com) is often **Google Workspace**
- Web login like **mail.yourdomain.com** is often **privately hosted/self-hosted**
- "Not sure" + "Random IMAP setup" is often **legacy/basic hosted email**
- Addresses ending in **@gmail/@yahoo/@hotmail/@aol** is **free consumer email**

Choose the Right "Lane" (comparison)

Business-Class Cloud Email (Microsoft 365)

- Strong MFA + policy controls
- Strong reliability
- Scalable + secure
- Best for most dental practices

Self-Host Email (On-Prem/Private)

- Weak security controls
- Reliability depends on host
- Best for businesses with strong IT maturity

Free Consumer Email (@gmail, @yahoo, etc.)

- Limited security controls
- Moderate reliability
- Best for personal use - not ideal for dental practices

What Business-Class Email Gives Your Practice

Brand trust: Looks official to patients, vendors, and referral partners.

Ownership & control: The practice controls access (especially when staff changes).

Security: Enforce MFA, block risky sign-ins, reduce phishing risk.

Visibility: Logs help answer "what happened?" if there's an incident.

Note: "Business-class" doesn't automatically mean HIPAA-compliant (configuration matters)

Minimum Standard (Start Here)

- **MFA for every user** (no exceptions)
- **External auto-forwarding restricted**
- **SPF / DKIM / DMARC configured** (reduces spoofing)
- **Admin access limited** (least privilege)

Need to up your email security game?

Get started with a complimentary Practice IT Analysis from Pact-One.

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