

Patient privacy and confidentiality are the cornerstones of Lumino Health Virtual Care, powered by Dialogue

How we ensure patient privacy and confidentiality



It's your data!

Your personal health data belongs to you. While we will communicate basic information (with your consent) for lab tests and prescriptions, only you have the power to request that your personal file be shared.



Secure channels of communication

We only use secure methods to communicate information:

- End-to-end encrypted Dialogue platform
- Fax

We pride ourselves on meeting and exceeding patient data security standards



Restricted access

We operate a strict need-to-know policy. Only Dialogue Care Team members directly involved in delivering your care are permitted to consult your file. Access to Dialogue's Care Team is also tightly controlled.



Holding our people accountable

Dialogue's Care Team practices safe medicine and is required to adhere to strict guidelines. Every member is regularly reviewed by Dialogue's internal Clinical Quality Auditor to ensure best-in-class quality of care.

"Lumino Health Virtual Care makes patient privacy a top priority. All of our processes, policies, and technology are designed to carefully protect our patients' personal health information and to meet or exceed all laws and regulations."

— Dr. Mark Dermer, Dialogue MD, Medical Director and Chief Privacy Officer

What information may be shared with my organization?

All data is **anonymized** and **aggregated** before we consider analysis. Some examples include:

- Number of all-time total consults
- Percent of members that have created an account (no names are shared)
- For organizations with more than 250 members only, top reasons for consult

Life's brighter under the sun

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