

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 outside of Dialogue with non-Dialogue Care Team members.



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 the Care Team is also tightly controlled.



Holding our people accountable

Our 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.

“Dialogue 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)
- Plan sponsors with over 100 Employees, and more than 10 registered employees, top reasons for consult

