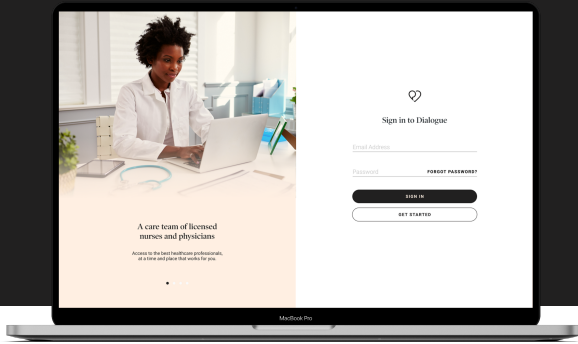


# Member privacy and confidentiality are the cornerstones of Dialogue

How we ensure member privacy and confidentiality



## It's your data!

Your personal health data belongs to you. While we might communicate basic information (with your consent), 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

Your safety is our care team's priority and they are 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.

## How we ensure member privacy and confidentiality

**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

“

Dialogue makes member privacy a top priority. All of our processes, policies, and technology are designed to carefully protect our members' personal health information and to meet or exceed all laws and regulations.

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Dr. Marc Robin,  
Medical Director

