

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

How we ensure patient privacy and confidentiality



It's your data!

Your personal health data belongs to you. While Dialogue 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

Dialogue only uses secure methods to communicate information:

- End-to-end encrypted Dialogue platform
- Digital fax

Dialogue prides itself on meeting and exceeding patient data security standards.



Restricted access

Dialogue operates on a strict need-to-know basis. 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. Marc Robin, Dialogue MD, Medical Director



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