Setting the record straight.

There was no data breach. Allegations of unauthorized disclosure of patient information through the MDLIVE mobile app are misleading and entirely without merit. MDLIVE plans to immediately move for dismissal of the baseless lawsuit filed in Florida.

Protecting patient privacy and confidentiality is a top priority for MDLIVE.

💡 Fiction	🔍 Fact
FALSE: A large scale data breach has occurred involving patient information.	There was no data breach, large or small. We have confirmed that patient information is safe and no HIPAA breach occurred.
FALSE: Patient data is currently unsafe.	Patient data is safe, and MDLIVE is in compliance with all applicable privacy laws and regulations. Our services, policies and procedures are designed to keep personally identifiable information secure and meet the strictest legal and regulatory standards.
FALSE: Patient data was shared with unauthorized third parties.	No data was shared with unauthorized third parties. Authorized third parties are bound by contractual obligations and applicable laws to keep personal information confidential and use it only for the purposes for which we disclose it to them.
FALSE: TestFairy has unauthorized access to patient information captured by the MDLIVE mobile app and is under no confidentiality obligations.	TestFairy is a tool that MDLIVE uses to develop and improve its app. TestFairy is contractually obligated to maintain confidentiality and MDLIVE's use of TestFairy is fully consistent with its disclosed privacy policy.
FALSE: TestFairy captures information about patient-physician consultations.	TestFairy has no access to patient information that arises from patient-physician consultations.
FALSE: MDLIVE captures and discloses patient information to third parties without authorization.	Our privacy policy tells members who register that we may disclose their personal information to contracted third parties we use to support our business, such as the use of the TestFairy tool.