

Security is top priority. It is considered in everything developed at Medeo. Medeo is constantly working to provide the highest level of protection for health data.

Medeo is 100% Canadian.

There are ongoing worries that any telehealth solution hosted in the United States, including Skype™, is subject to government warrant-tapping programs.

Medeo is a Canadian company. Patient data is housed in the same facility as the BC Government including the PHSA and Health Shared Services BC. No other telehealth provider can make this claim.

Our employees are professionals.

We have a Certified Information Systems Auditor on staff with experience in securing billions of dollars in financial transactions for Canada's major banks. Our computer infrastructure specialist has over 18 years of experience in the industry. Finally, all of our employees are required to pass a criminal background check.

You and your patients' data is safe even if your computer is compromised.

Medeo does not store any information on the user's computer. Everything is web-based and stored on our secure servers. In the event that you or your patient's computer is compromised, no health information is at risk of theft.

We have strict IT policies and procedures.

Our network is secured by IPSEC VPN, two-factor authentication, Single Sign On, and Cisco Firewalls. Intrusion Detection, Unified Logging and robust IT controls are implemented to bank-grade standards. Segregation of duties, split-authority dual control encryption key management, and external security audits are implemented to protect all infrastructure.

Communications on Medeo are fully encrypted

Medeo utilizes bank-grade end-to-end encryption which protects all information as it moves between the practitioner's computer, our computer infrastructure, and the patient's computer. We work under the assumption that the patient is using insecure wifi and that someone is listening to their communications. Medeo actually offers more privacy and security than a telephone call or fax machine.

Data on Medeo cannot ever be lost

Our network and servers are duplicated in separate, geographically-redundant locations with multiple, independent connections to power, internet, and cooling. These locations are constantly synchronized, so that if one location goes down, the other location will start instantly. Additionally, we keep encrypted and secured offsite backups.

Medeo does not store any video or audio streams.

Just like in your office, the face-to-face part of the encounter is never recorded and strictly private and confidential.

You and your patients' data is private.

Our legal counsel has worked with us since the beginning to complete a detailed and comprehensive Privacy Impact Assessment to ensure that all data is protected by using the highest privacy standards. Patient and practitioner information is used solely for the purposes for which it is obtained - to facilitate high quality healthcare. Information will never be shared with third parties unless they are directly involved in healthcare delivery based on your preference (e.g. labs, pharmacies, and specialist offices).