

T2MED, Inc. Launches Patient Support 24/7 — The First Dedicated AI Medical Assistant Website Built to Go Beyond HIPAA Compliance (patientsupport247.com)

Unlike Big Tech AI platforms that connect to doctor's records and can expose your most private data, Patient Support 24/7 puts patients in complete control — using intelligent clinical questioning and patient-supplied records to deliver more accurate, more private medical guidance worldwide

Monte Sereno, CA — April 21, 2026 — T2MED, Inc. today announced the official launch of **Patient Support 24/7** (patientsupport247.com), the first dedicated AI medical assistant website purpose-built to go beyond HIPAA compliance — giving patients around the world private, encrypted, and truly personalized health guidance available 24 hours a day, 7 days a week.

The launch addresses a significant and growing need. Over 400 million people worldwide have already turned to AI to answer medical questions, yet today's solutions carry serious limitations. Generic AI tools and web searches lack access to a patient's personal and family medical history — the very information critical for an accurate answer. At the same time, primary care visits have grown increasingly brief, averaging just eight minutes, leaving patients without adequate time to communicate their symptoms and history so their physician can deliver the best possible care or answer every question the way they should.

“By building a dedicated medical AI assistant, we can deliver something fundamentally better — more accurate answers because we ask the same questions your doctor would ask, guidance that prepares you for better care from your physician, and privacy protections that put you in complete control of your most sensitive information. Quality medical AI assistance shouldn't be a luxury. Patient Support 24/7 makes it accessible and affordable to everyone.”

— **Daniel Skilken, President, CEO & Chief Product Officer, T2MED, Inc.**

Connecting AI to Your Doctor's Records Is the Wrong Approach

OpenAI, Microsoft, and others have introduced features that let patients connect AI directly to their electronic health records (EHR). T2MED believes this is fundamentally the wrong approach — for both accuracy and privacy.

EHRs are typically incomplete, with medical histories fragmented across competing hospital networks that restrict data sharing. More importantly, patients know more about their own health than any chart does — symptoms, family history, lifestyle factors, and prior treatments live in their memory, not necessarily their records. Patient Support 24/7 draws out that critical information through intelligent clinical questioning, the same way a physician would.

The privacy risks are equally serious. When patients grant an AI platform access to their records, they have no visibility into how that data is stored, who can access it, or whether it will be used to train AI models — and healthcare privacy laws do not apply to Big Tech platforms. Every question asked becomes permanently tied to the patient's identity, stored in centralized databases that are a target for hackers, lawyers, and law enforcement.

Patient Support 24/7 takes a fundamentally different approach. The platform extracts medical history directly from conversation with the patient — encrypted, stored privately, and used to make every future conversation more accurate. The more a patient uses Patient Support 24/7, the more personalized and precise the guidance becomes.

When patients wish to share specific documents — lab results, radiology reports, or visit summaries downloaded from their own patient portal — they can upload them directly at any time, giving them complete and exclusive control over what they share and when. All information is carefully encrypted and only they have access to it. Every AI question is evaluated anonymously; responses are returned and encrypted. No one has access to a patient's questions or the information they have provided.

“Other platforms want access to your medical records — creating serious privacy risks with no guarantee your data won't be used to train their AI models. Patient Support 24/7 learns what it needs to know by asking you the right questions, exactly the way your doctor would. No records access. No privacy risk. Just better, more accurate answers that are yours alone.”

— **Bruce Topolosky, Chief Strategic Officer, T2MED, Inc.**

Key Features

- **Intelligent Clinical Interviewing** — Patients describe concerns in plain language and receive thorough, personalized responses — the kind they wish their doctor had time to give. The platform asks follow-up questions about symptom duration, severity, triggers, and related factors, extracting the critical information that makes answers more accurate.
- **Persistent, Private Medical History** — Medical history is built from conversation and encrypted on the patient's computer, tablet, or phone. Every session becomes more personalized and accurate — no connection to external records required.
- **Lab Result & Document Interpretation** — Patients can upload blood test results, radiology reports, pathology findings, or visit summaries and receive a plain-language explanation of findings and what questions to ask their doctor. The information is added to their medical history and encrypted and protected on their device under their control.
- **Doctor Visit Preparation** — The platform generates a professionally structured symptom summary and prioritized question list formatted the way physicians prefer — helping patients make the most of every brief appointment.
- **Urgency Assessment** — Patient Support 24/7 helps answer the question every patient eventually faces: Is this an emergency room visit, or can it wait until Tuesday?

A Privacy Architecture Built for Medical Data

All data is encrypted on the patient's device before it is ever transmitted, using the patient's own password as the key. The patient — and only the patient — holds access to their health information.

- **End-to-End Encryption** — Data is kept private on your computer, tablet, or phone, and encrypted client-side before it leaves the device with a Zero-Knowledge Storage architecture — No one, not even the website owners, can read your medical data.
- **Anonymous AI Submissions** — Questions sent to the AI carry no personally identifiable information and are never used to train AI models. The session answers are returned privately for storage on your device.
- **No EHR Connection Required** — All history is built from the patient's own words and any documents they choose to share.

Multilingual Accessibility

Patient Support 24/7 launches in nine languages — English, Spanish, French, German, Portuguese, Italian, Japanese, Korean, and Chinese — making it one of the most internationally accessible AI health platforms available.

Pricing and Availability

Patient Support 24/7 is available now at **patientsupport247.com**. Free trial available — no credit card required. Paid plans start at **\$10/year Individual** (reg. \$15) and **\$17/year Family** covering up to four members (reg. \$25). Use promo code **LAUNCH** at checkout for launch pricing.

About T2MED, Inc.

T2MED, Inc. is a healthcare technology company headquartered in Monte Sereno, California. The company's mission is to give every patient — regardless of access to care — the kind of thorough, personalized medical guidance their doctor wishes they had time to provide, with privacy protections that go far beyond current legal requirements.

Patient Support 24/7 is powered by Claude, Anthropic's most advanced medical AI model.

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Patient Support 24/7 is not a substitute for professional medical advice, diagnosis, or treatment. Always consult a qualified healthcare provider for medical decisions.