

How the DxD saga unfolded

IN 2020	WHAT HAPPENED
Aug 25	A group of doctors from a specialist clinic sends a legal letter to DxD, threatening to sue on grounds including passing off and copyright infringement, according to a BT report on Nov 7. DxD later removes descriptive text from these doctors' profiles and disables appointment bookings.
Nov 3	SMA steps in after complaints from its members and says it will publish a list of doctors who do not wish to be associated with DxD. In a clarification note on its website, DxD says it made the decision to include all doctors after consultation with MOH compliance officers in 2018; this was supported by its legal advisers.
Nov 6	DxD requests for mediation talks with SMA. It says the platform does not "actively divert patient leads from non-partner doctor profiles to partner doctors".
Nov 7	DxD says it will remove listings of doctors that requested for their profiles to be taken down, pending talks with SMA.
Nov 12	SMC clarifies to SMA that it did not give permission to DxD to use, reproduce or appropriate comments found on the SMC website, nor did it receive any request for permission to do so.
Nov 13	In a closed door meeting with DoctorxDentist, MOH and SMC demanded that the startup publish an erratum on its website by Nov 17.
Nov 15	DxD's general manager Tyr Ding tells BT that following the closed door meeting, the company "has made a determined decision not to delist any private doctors" from its platform.
Nov 17	DxD does not publish erratum by the deadline. The Academy of Medicine, Singapore says that it has sent a letter to DxD requesting the removal of its members' particulars.
Nov 20	BT reports that MOH has published a clarification note that all information listed on the DxD website is not endorsed or approved by MOH, SMC and SDC.
Nov 21	SMA publishes a list of 1,134 doctors who do not wish to be associated with DxD. MOH issues a circular indicating that SMC might take legal action against DxD.
Nov 22	DxD says it will start removing all medical practitioners who do not wish to be listed. It says those listed can choose to not be reviewed, and can provide contact information so that patients can reach out directly. By Nov 24, at least 9,700 doctors are off the platform.
Nov 25	SMC sends out an advisory to doctors, warning against paying SEO platforms that make use of user ratings and reviews. DxD wipes its platform of reviews.