



Medifact Service FAQ (Frequently Asked Questions)

Guide and Information for Medifact Medical Fact-Check Service

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Q1. Can the verification score change if I verify the exact same claim again?

Yes, minor variations may occur. The Medifact engine relies on the Medifact AI Engine (generative AI engine) to dynamically create search keywords and evaluate clinical papers in real-time. Since LLMs operate probabilistically, minor score adjustments are normal, but classifications (e.g., Verified vs. Contradicted) rarely flip. A single run is sufficient for general reference.

Q2. My report indicates it is displaying 'Mock/Demo data'.

This occurs when traffic surges and exceeds the rate limits of the backend AI cloud infrastructure. To prevent service disruption, the system activates a fallback mode, displaying structured mock templates. Waiting about a minute before trying again will resolve the rate limit and produce a real-time analysis.

Q3. What benefits do I get by signing up (Free Plan)?

Upon registration, you instantly receive 10 welcome credits. Registered users also get their verification history permanently saved to their account. Guests are limited to 3 trial checkings per browser session, which are lost when the browser cache is cleared.

Q4. How do credit purchases and payments work?

You can explore various credit boosters on our Pricing page. Payments are handled via secure channels including PayPal and major credit cards, with purchased credits applied immediately.

Q5. How can I get verified as an MD Specialist and edit opinions?

Licensed physicians and specialists can submit their credentials via the account dashboard. Once verified by admins, they obtain the 'MD Specialist' badge and can add or update clinical opinions on AI report pages. Medifact supports 1:N multiple opinions. To prevent abuse, initial opinion submissions do not grant automated credits, but for every 3 likes (recommendations) received on your opinion from other users, 1 extra credit and reputation points will be continuously rewarded. Participating in paid review requests returns 70% of the review fee back to the specialist. Once your Reputation Score reaches 50 or above, your clinic name and reservation link will be displayed on the report page.

Q6. How does Medifact differ from other fact-checking services?

Medifact sets itself apart from traditional fact-checking initiatives through its real-time automation, claim extraction, and B2B extensibility.

1. Real-Time RAG Verification: Medifact uses retrieval-augmented generation to search PubMed and clinical guidelines, returning scores in seconds.
2. Automated Claim Extraction: Users don't need to write pre-formulated questions. Inputting an article URL or text allows AI to identify and verify medical claims.
3. Physician-Assisted Hybrid System: Medifact combines AI efficiency with human expertise. Licensed physicians can review AI-generated reports and write clinical notes.
4. B2B API Integration: Medifact provides a production-grade API endpoint with options like Zero-Data Retention.

Q7. Detailed comparison between major official healthcare databases/portals and Medifact.

Below is a summary table comparing Medifact with major global and domestic health info platforms.

Classification	Service	Organization	Key Functions	Limitations	MediFact Moat
Global	WHO Health Feedback	WHO-Certified Network	Expert verification of medical articles/SNS info	Limited scope & manual review	AI instantly analyzes user claims/URLs
Global	WHO Health Info	World Health Org (WHO)	Official info on diseases, vaccines & public health	No individual claim checking	Auto-evaluates veracity sentence-by-sentence
Global	Cochrane Library	Cochrane	Systematic reviews of primary research	Hard for laypersons to read	Auto-summarizes evidence for laypersons
Global	NIH / NCCIH	NIH (US)	Verified health & complementary medicine info	Search-based static info	AI synthesizes multiple sources into conclusions
Domestic	National Health Info Portal	KDCA	Official health info & disease descriptions	Manual user search required	Conversational Q&A and AI fact-checking
Domestic	National Cancer Info Center	National Cancer Center	Official government info regarding cancer	Limited only to cancer	Conducts AI verification across all diseases
Domestic	K-Drug Safe	MFDS	Drug approval details, side effects & safety	Focuses mostly on drugs	Analyzes remedies, supplements & SNS claims
Domestic	MOHW Fact Check	MOHW	Fact-checking of healthcare policies	Policy-focused, not medical facts	Verifies diseases, treatments & health info

Q8. Are there cases where the medical trust score is displayed as N/A?

Yes. If all extracted medical claims are determined as 'inconclusive' (judgment deferred), the overall trust score will be displayed as N/A (Not Available). This occurs when no matching clinical studies are found or when all results fail to meet the relevance score threshold (T=60).

Q9. How should I interpret the insufficient evidence rate compared to the trust score?

The Medical Trust Score reflects overall safety and clinical agreement. The Insufficient Evidence Rate indicates the percentage of claims classified as 'Inconclusive' due to a lack of scientific evidence.

Q10. Under what circumstances is the text-to-speech (TTS) feature locked?

The premium AI Text-to-Speech (TTS) feature is exclusive to Paid Plan subscribers and Administrators. If you are using the service as a guest or Free Plan user, voice playback is locked.

Q11. What process is followed when the 'Report' button is clicked?

When a user submits a report using the [Report] button, the system increments cumulative report counts and routes notification to admins and MD Specialists. If confirmed inappropriate, the post is hidden (`hidden\_at` set) and blocked from public view.

Q12. Are fact-check result pages saved and accessible?

Yes, they are saved. Registered users have all verification reports permanently saved in [My History]. Guests can view results during their active browser session.

Q13. Can the trust score change after clicking 'Refresh Evidence'?

Yes. Clicking 'Refresh Evidence' re-searches medical databases from scratch. If newly published clinical trials or official safety advisories are retrieved, the score is re-evaluated.

Q14. How can I check and utilize previous analysis versions and revision history?

Medifact ensures that users rely exclusively on the most current and medically safe consensus in the main report, while maintaining full transparency (Audit Trail) through revision tracking.

1. Latest Version Guarantee: As medical consensus evolves, the primary report view at the top of the page always displays the most recently updated version (vCurrent) to prevent reliance on outdated findings.
 2. Revision History Timeline: Detailed logs of every iteration (Version 1, Version 2...)—including initial AI drafts, specialist revisions, and evidence refreshes—are accessible in the [Revision History] timeline at the bottom of the page. This timeline transparently displays score adjustments, key diffs, revision causes, and summary breakdowns.
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