

Doctolib

September 2025

Health is one of the most precious things we have and it is suffering



A rising need for care

Population growth, rising life expectancy, rising amount of people affected by diseases

35% of people with chronic diseases, 20% of people with mental health issues



Increased investment in healthcare

From 6 to 12% GDP in France and Germany, from 5% to 10% worldwide over the past 50y

But countries are facing financial constraints

Health systems are at a breaking point

People

- People have a **difficult access to care**
- They receive limited to no **preventive care**
- They are not **empowered** to take care of themselves
- *Half of the world's population still does not have full coverage of essential health services*

Health professionals

- Health professionals work hard and are doing their best
- But they face **increasingly deteriorating working conditions** and **isolation**
- They don't have the **time** and **means** to provide the care they would like to
- *10 million health professionals missing worldwide*
- *More than 50% of health professionals report having experienced one or more episodes of professional burnout over the past years*

**At Doctolib, we believe technology & AI can
help reinvent the work of health
professionals and improve people's health**

As a **health companion**, we empower people to be healthier through **prevention, detection and better treatment** of health problems





As a partner to health professionals, we help them to have a better working life and provide the best care possible to their patients

Our 2 missions



**We improve the daily life
of health professionals**



**We help people
to be healthier**



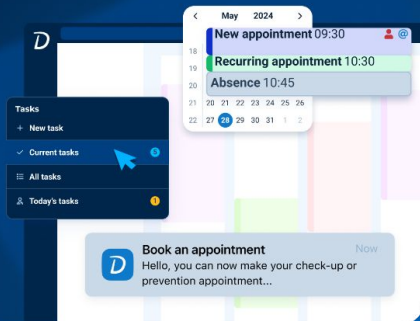
Doctolib Operating System

for health professionals

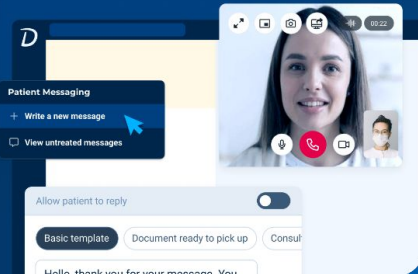
Over the past decade, we have built a full Operating System for health professionals



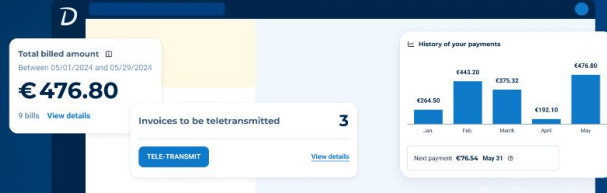
Management Tools and Digital Secretariat



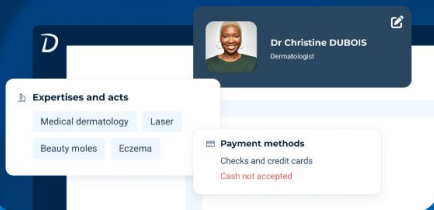
Prevention and Continuous Care



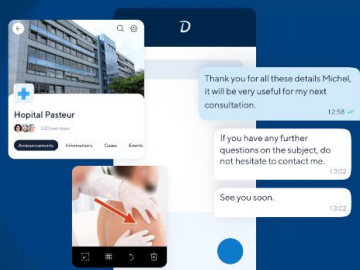
Financial Solutions



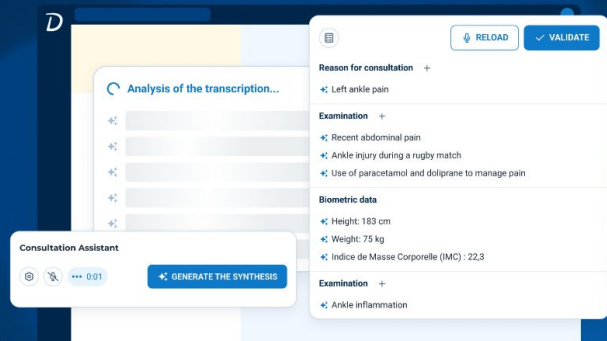
Patient Acquisition



Care Cooperation between Health Professionals



Clinical Solutions



This OS is **constantly evolving**

- 2013** ● **Some management tools** (scheduling software, solutions to fight no shows, patient database), **beginning of digital secretariat** (patient online booking), **health companion for everyone**
- 2013-2018** ● **Progressive extension of our features**
- 2019-2022** ● **New ways to provide care:** telehealth (2019), patient CRM (2020), patient messaging (2021), care cooperation (2022)
- 2022-2025** ● **Clinical and financial solutions, adapted to each specialty and country**
Continuous extension of management tools (task manager, patient flow management), **digital secretary** (Phone Assistant, Patient intake) **and health companion for people** (Health & Health reminders, new Search)

This OS helps health professionals to:

→ Provide the best care possible to their patients

More qualitative clinical time

New ways to provide care: preventive, continuous & cooperative

Access to more & better patient data, clinical knowledge and AI clinical assistants

Better empowered patients

→ Have a better working life

Reduced workload

Serene work environment

Enhanced professional cooperation

More flexibility at work

→ Grow their revenues

More patients

More qualified patients

More subsidies

Improved financial results





Doctolib Health Companion

for everyone

People have a **difficult access to care**, receive limited to no preventive care and are not empowered to take care of themselves

35%

of people with chronic diseases

But only half of them are following their treatment

62 years old

Healthy lifespan is flattening in most of the European countries

Half

of the world's population still does not have full coverage of essential health services



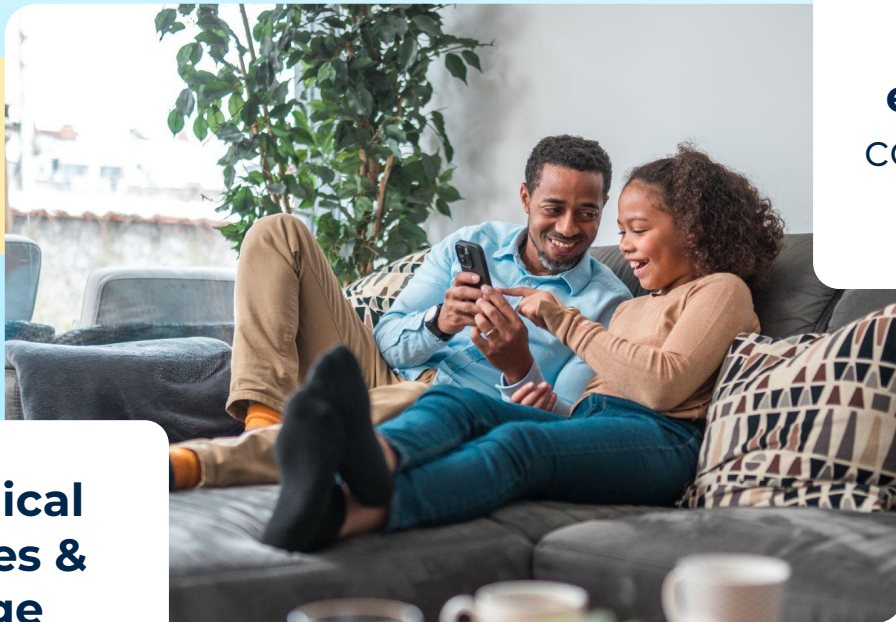
**Along with health professionals,
we believe **technology & AI** can
help people be healthier**

**To make that happen, we provide both a
revolutionary OS for health professionals and
a health companion for people**

Our OS and our health companion are connected and built on the same foundations

**AI
powered**

**Proven clinical
technologies &
knowledge**



**Personalized care
experience** based on
comprehensive patient
health data

**Modern and easy
to use design**
accessible to
everyone



Our health companion has become a **daily reflex for people, helping them to:**

- Prevent health problems
- Detect health problems earlier
- Have better access to care
- Receive the best care possible from their health professionals thanks to our OS
- Improve their health and quality of life when they do have health problems

What makes us unique is **how we make it happen**

Introducing our Playbook

Who we are



We are a **medical company** aiming to improve people's health



We are on the **same team** as health professionals



We are at the **forefront of technology & AI**

How we act



We are **passionate** team players



We work backward from a **bold north star**



We make things happen with **perseverance**



We are **humble**

AI is at the core of our technologies

Impact of AI at Doctolib



Make our products
for patients and
health professionals
more relevant and
efficient



Allow us to launch
new AI native
products that were
previously
unimaginable

Products **LIVE** in 2025

-  Consultation assistant (ambient)
-  Dictation new generation
-  Patient data coding
-  Health observation assistant
-  AI EHR
-  Care plan assistant
-  Financial assistant
-  Personal assistant
-  Virtual phone assistant
-  Medical assistant for parents
-  Generalist health companion

Doctolib in 2025



420,000

health professionals
across Europe



The largest patient services
with

90 million
people



An innovative
digital health company of
3,000 Doctolibers in
France, Germany, Italy,
and the
Netherlands

Thank you!

