

IMPACT

Report

France • 2024

Doctolib

Summary

1. The findings
2. Who we are
3. The governance
4. The roadmap



The findings

In a world marked by technological advances and the emergence of new therapies, the costs associated with healthcare are soaring. Healthcare systems are forced to adapt to make these advances accessible to all. The ability to treat more illnesses, without seeing an increase in the number of pathologies, illustrates a significant improvement in our medical care. Today, many illnesses that were once considered incurable are now being effectively treated, resulting in increased demand for care. This pressure on the healthcare system is exacerbated by demographic growth and longer life expectancy.

Faced with these challenges, countries are investing massively in healthcare, despite juggling budgetary constraints and a shortage of resources. Today's health professionals are faced with increasing burnout, isolation and lack time to dedicate to care and to continue education.

For their part, patients often find themselves having to navigate a complex and outdated healthcare system to obtain the care they need, a system that neglects prevention, patient autonomy and continuity of care.

35%

**of French people
seek care for a
chronic condition**

(French Economic, Social
and Environmental Council,
2019)

Between

9 and 12%

**of the French population
now live in a medical
desert**

(French Senate report, 2020)

More than 3 out of 10

**French people
have given up at least
one healthcare
procedure in the last five
years because of
excessive delays**

(French Hospital Federation,
2024)

**French hospitals are
facing**

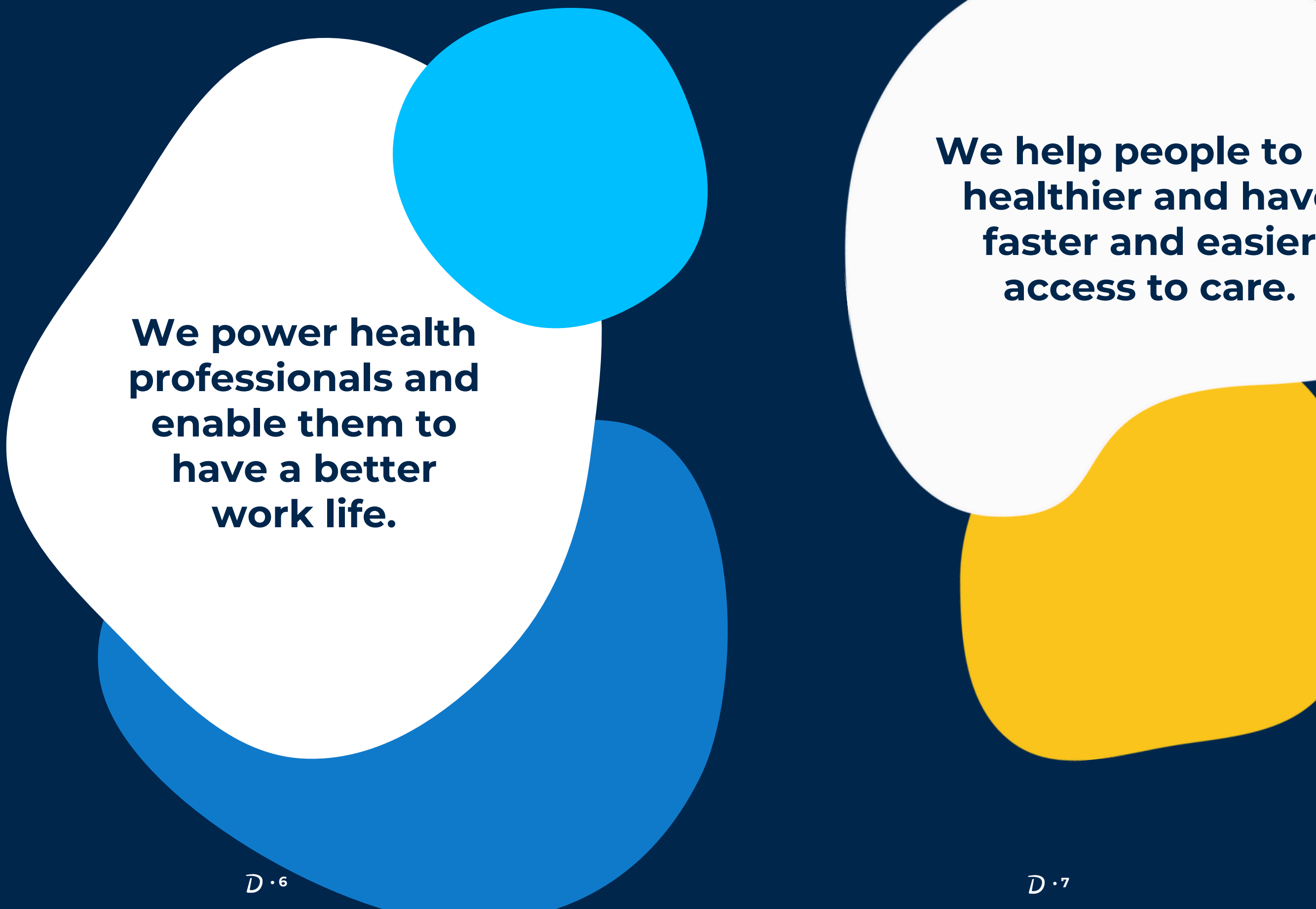
15 000

**open positions for
hospital practitioners and
an equal number of
vacancies for nurses**

(French Hospital Federation,
2024)

Who we are

Our missions



We power health professionals and enable them to have a better work life.

D · 6

We help people to be healthier and have faster and easier access to care.

D · 7

Who we are

Our journey

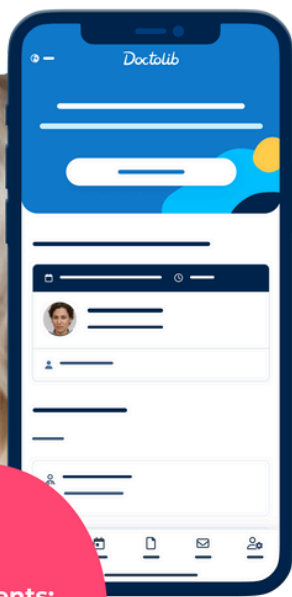
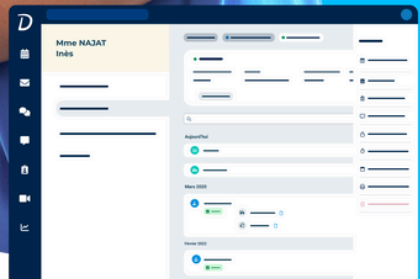
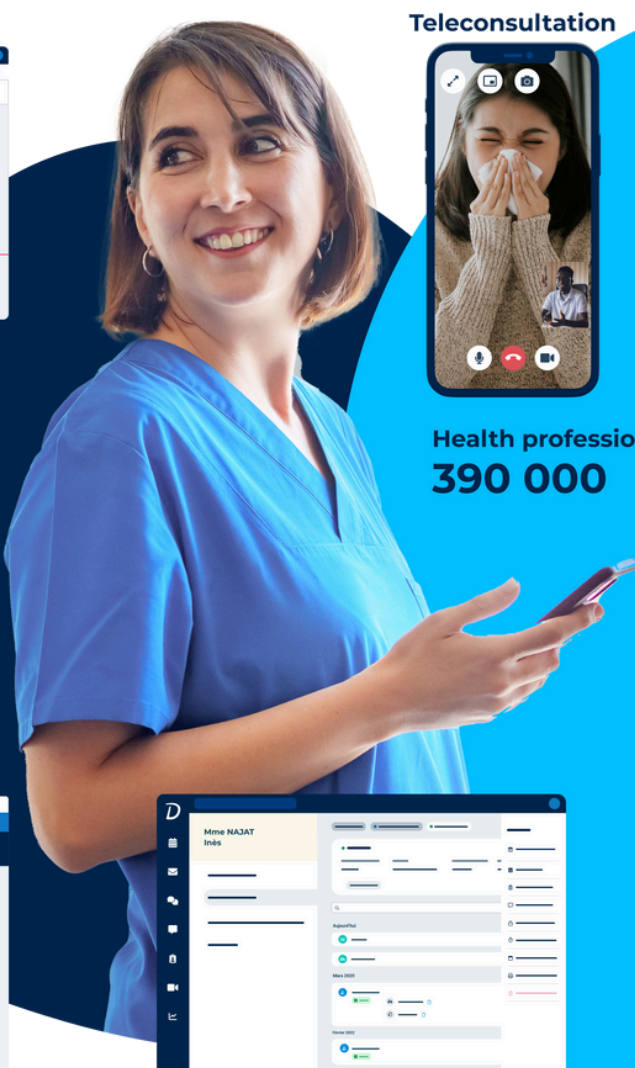


Who we are

Our business model

Doctolib's business model primarily relies on a commitment-free subscription for health professionals and institutions to access and use our innovative suite of solutions.

- Tools to Manage Activities
- Continuous and remote care
- Patient data management.
- Cooperative care
- Digital secretariat
- Connectivity
- Clinical software
- Patient acquisition
- Clinical decision assistant
- Preventive care
- Tailor-made service & advisory
- Medical education platform
- Financial software



Who we are

Our impact in France in 2024

A usage deeply rooted in the lives of the French people

50 million patients in France.

15 million online appointments booked per month, half of which are scheduled outside of office hours.

For all ages

5.9 million Doctolib users are over **65 years old**.

Across the entire territory

86% of Doctolib users are located outside of the 5 largest cities in France (Paris, Marseille, Lyon, Toulouse, Nantes).

Closer to caregivers

One-third of appointments are scheduled for relatives, minors, or elderly individuals.

Alongside health professionals to improve their quality of life

83% of general practitioners and pediatricians who use Doctolib Médecin are satisfied with the time-saved and improved work comfort provided by these services.

Helping to improve access to care, thanks to the time freed up for health professionals...

4.5 hours less medical time per week for GPs and pediatricians. That's **1.5 million** consultations potentially created each year.

... or handling urgent requests

Half of all consultations booked with a GP or pediatrician are **less than 48 hours** in advance.

The governance

By becoming a Purpose-driven company, Doctolib has established a Mission Committee.



Pascal Demurger
CEO of the MAIF group and Chairman of the Committee.



Agnès Bazin
Consultant, Former Director of Development at Doctolib.



Antoine Freysz
CEO of Kerala, member of the Board of Directors of Doctolib.



Michaël Jeremiasz
Paralympic tennis champion, President and co-founder of the association "Comme les Autres"



Nathalie Mesny
President of the patient association Renaloo.



Marie Msika-Razon
General practitioner and member of the Medical Committee of Doctolib.



Stanislas Niox-Chateau
CEO and co-founder of Doctolib.



Nathalie Smirnov
CEO of the French Red Cross.



Frédéric Worms
Philosopher and Director of the École Normale Supérieure-PSL.

Their role: to be the "critical watchdogs" of Doctolib.
This means:

- Keep track of how Doctolib is implementing its mission and the means it is using to reach its goals (operational commitments, action plans, and performance indicators).
- Prepare a Mission report, attached to the company's management report.
- Ensure compliance with the Mission and report any failure or obstacle to fulfill it.

Its schedule: engagement throughout the year.



Our roadmap

Doctolib is a **purpose-driven company**.

As such, our *raison d'être* and the social objectives we pursue are set out in our articles of association. These objectives are audited annually by an independent third-party organisation, which ensures that these commitments are respected.

We are obliged to make its report public and to communicate it to our Board of Directors.

Since 2023,
impact has
been
of our legal
raison d'être.

Mission 1

**Power health professionals
and enable them to have
a better work life.**

1. Improving the quality of working life for care teams
2. Improving coordinated patient care
3. Helping practitioners provide the best care for their patients

Mission 2

**Help people to be healthier
and have faster and easier
access to care.**

4. Facilitating access to care
5. Enabling patients to receive more continuous care
6. Developing prevention
7. Be accessible to all, including those most excluded from care

Joint interview

The Corporate Citizen

What does being a good corporate citizen mean to you?

Pascal Demurger

Being a good corporate citizen means first and foremost being aware of the impact of our activities on the people and ecosystems around us. The second step is to take action: the company must help to limit the negative consequences of its activities and, conversely, to maximise the positive ones. Finally, it means ensuring that this commitment is consistent with the company's development and performance, so that the model has the greatest possible longevity and effectiveness.

Stanislas Niox-Château

Doctolib has set itself a mission of general interest: to improve everyone's health. This is as much a source of support as it is a source of obligation. If we are to be a good corporate citizen, we have to take a long-term approach and defend a vision of healthcare that benefits society as a whole. As Pascal says, we can't go it alone. That's why co-construction is at the heart of our innovation model.

What are Doctolib's most lasting impacts on healthcare systems?

Pascal Demurger

The impact is clear: Doctolib can be a factor in medical inclusion, whether by making it even easier to book an appointment or by bringing healthcare closer to the people who are furthest away from it. The fact that Doctolib's tools are used by a majority of users outside the five major urban centres, and by 5 million patients over the age of 65, shows that this strategy is on the right track.

Stanislas Niox-Chateau

Our commitment to providing an efficient, reliable and accessible service has clearly reduced waiting times for care, and improved the working environment for health professionals. What's more, our solutions for care teams make it easier for them to manage their activity, which means less administration and more medical time to devote to their patients.

Stanislas Niox-Château & Pascal Demurger

What challenges does Doctolib face in the future if it is to continue to embody its mission of building the healthcare we all dream of?

Pascal Demurger

Doctolib must prove its ability to act as a global lever for progress in our healthcare system. From this point of view, there is certainly a virtuous circle to be found between freeing up medical time for care teams, relaying prevention campaigns to encourage people to adopt the right reflexes, and using multiple tools to make consultations and medical procedures more accessible to all.

Stanislas Niox-Chateau

We're starting a new chapter in our history and we're going to innovate more this year than in ten years. **Our aim is to work in partnership with health professionals to reinvent the way in which care is delivered and received.** To do this, we need to take up a number of challenges: enabling patients to play a real role in their own health, changing changing the day-to-day lives of care teams and breaking down the silos in the care pathways.



Pascal Demurger
CEO of the MAIF and
Chairman of the
Committee



**Stanislas
Niox-Chateau**
CEO and co-founder
of Doctolib

Objective #1

Improving the quality of life at work for health professionals

The saturation of healthcare systems is putting increasing pressure on practitioners. Faced with a heavy workload, long days, overloaded diaries and numerous demands from patients, care staff are particularly affected by the risk of burnout and difficulties in maintaining a balance between their professional and personal lives.

62%

of **doctors** say they have experienced **one or more episodes of burnout**

*Santé.Gouv Report, 2023

Our vision

- Enable health professionals to **save medical time**.
- **Empower patients** to manage their own health.
- Give practitioners **greater flexibility and comfort** in organising their working time.
- **Reduce the mental workload** of health professionals **by reducing and organising patient requests**, which currently come from multiple, unsecured channels.

Innovations in 2024

- A **consultation assistant** to automatically document the consultation with the patient by filling in his or her file
- The introduction of **online patient payments**, to make billing more transparent and convenient
- A **patient messaging** (also available on mobile) to centralise and secure exchanges
- A **task manager** to facilitate collaboration within practices (also available on mobile)
- A **medical assistant** developed using AI



The Mission Committee's opinion

Marie Msika-Razon, general practitioner and member of the Medical Committee

“ Care teams need tools that are adapted to today’s healthcare challenges.

It is vital that Doctolib continues to evolve, with the aim of giving them more **time** and **comfort**, thereby improving their quality of life at work. By optimising the management of **administrative tasks**, facilitating **exchanges** and providing greater organisational flexibility, **Doctolib can help doctors take better care of their patients.** ”

Free up medical time

Today, GPs and pediatricians manage to free up 4.5 hours per week (median) by using Doctolib.

Our objectives for 2025*

- **Enable GPs and pediatricians to save 5.5 hours** per week.
- **Maintain** the current level of satisfaction with the **comfort offered to practitioners by Doctolib** (83% of GPs and pediatricians using Doctolib Médecin will be satisfied in 2023).

Objective #2

Strengthening coordinated patient care

In France, there are worrying shortcomings in the coordination of care, and health professionals still too often work in isolation, with no fluid communication between them.

This situation compromises the quality of patient care, with fragmented information, poorly coordinated treatments and inadequate continuity of care.

Our vision

- **Improve patient care** by enabling better cooperation between care teams.
- **Reduce the isolation of care teams** by facilitating communication with their peers, in a secure and more direct way.

The law places GPs at the centre of care coordination, making them responsible for "referring patients according to their needs" and "ensuring the coordination of care required by their patients".

*[article L.4130-1 of the French Public Health Code](#)



The Mission Committee's opinion

Nathalie Mesny, Director of Renaloo, Association of kidney disease patients

“ Better coordination of care is imperative and must become a priority. It is crucial if we are to offer patients suffering from chronic diseases, as well as those faced with complex medical situations, **high-quality care that is relevant and adapted to their daily lives.** Working together, involving all the players in the health, social and medico-social sectors, is essential if we are to tailor treatments to the specific needs of each patient. **”**

The secure circulation of medical data is fundamental to ensuring that care and patients are properly monitored over time, and enables effective communication between GPs and specialists.

[Institut Montaigne](#)
Report, 2020

Innovations in 2024

The launch of Doctolib Siilo will support the expansion of our range of solutions for cooperation:

- **Direct messaging between peers,** teams or within communities to discuss patient cases, protocols or tele-expertise (secure calls, sharing of easily anonymised images).
- Improved **patient referral** functions
- Support for care teams in developing their **professional network**

Focus on Doctolib Siilo: free instant messaging for health professionals

Doctolib Siilo is the secure medical messaging platform designed to help health professionals collaborate more effectively with their peers, improve patient care and share knowledge.

240,000 professional users and more than 4 million documents exchanged per month.

Our objective for 2025*

➔ **Double** the number of **active monthly users on Doctolib Siilo** by 2024 (from 39,000 to 80,000)

Objective #3

Helping practitioners provide the best care for their patients

The emergence of artificial intelligence is revolutionising the healthcare sector. Better management of health data, wider and more fluid access to medical knowledge, improved clinical decision-making - all these developments promise to transform the way in which diagnoses are made and care delivered.

Our vision

- **Give doctors more time to listen to patients** during consultations by reducing the data entry burden.
- **Provide patients with clear, educational medical information** to help them better understand their health and actively participate in their treatment.

Innovations in 2024

- **An ergonomic patient record**, where data is structured and easily retrievable, enabling the health professional to have all the information they need at hand during the consultation.
- **A consultation assistant** to support practitioners in collecting and structuring patient data efficiently, and **connection to medical devices** to make it easier to carry out examinations and make clinical decisions.
- **Patient registration functionality** to collect patient health information and medical history prior to the consultation, enabling a better understanding of the clinical context.

81%

of them believe that AI could help them to improve the diagnosis of these diseases.

IFOP for Sanofi, 2024



Our objective for 2025*

- ➔ **Increase** the proportion of GPs and pediatricians who say they are **supported by Doctolib in their clinical decision-making** in our annual satisfaction survey (from 15% to 25% in 2024, then to 35% in 2025).

24 hours in the life of a health professional

8am

Before starting my day, I log on from home to check my timetable. I've got a gap because an appointment has just been cancelled in an hour's time. In less than 15 minutes it's already been rescheduled, because a patient had registered on the waiting list and was able to take the available slot.

9am

I have a telehealth consultation with a young man for a sore throat. He reports no signs of seriousness, but I suspect angina. I therefore order a test to be carried out by the pharmacist, who will be able to give him an antibiotic if the sore throat is confirmed.

10am

My next patient is a foreigner. I'm seeing her for depression. The consultation is long and in English, but I didn't look at my computer once because it was the AI assistant who summarised and translated the English consultation into French. During the consultation, I use the internal messaging system to ask my assistant to do an electrocardiogram on her, which he answers immediately and gets her into his office straight away.

1pm

It's lunchtime. It's November, time for vaccinations. I send out a mass message to all my patients over the age of 65 to tell them that they can get their flu and covid booster shots at the pharmacy: I was able to warn 500 people in 10 seconds.

2pm

In the afternoon, I see a 2-month-old baby with a rash that leads me to suspect superinfected eczema. I reassure the parents and set up a secure conversation with them using Patient Messaging, so that I can continue to talk to them after the consultation and follow the progress of the lesions over the next few days using photos.

7pm

It's the end of the day, and I no longer have to deal with the many requests from patients for duplicates of the letters they've written. All my prescriptions are now shared in the patient's application and on their Shared Medical Record.

Objective #4

Facilitating access to healthcare

Long waiting times, geographical inequalities and financial barriers are all major obstacles to patients' health and well-being.

By making information about health professionals and their availability more transparent, Doctolib enables patients to access healthcare more easily and quickly, and to gain greater autonomy and flexibility in managing their own health and that of their loved ones.

30%

of the French population have been to the emergency room (ER) because they couldn't find an appointment with a GP

[French Hospital Federation](#)
(2024)

Our vision

- Making access to healthcare simpler and more efficient.
- Make patients more active players in improving their health.
- Giving patients greater financial control over their healthcare costs.

Zoom on Map of Healthcare Access in France

With the aim of contributing to a better understanding of the healthcare system in France, Doctolib has decided to publish statistics on the use of its tools by health professionals.

This " Map of Healthcare Access ", published in 2024 in partnership with the Fondation Jean Jaurès, should enable political representatives and elected representatives in the field, citizens-patients and health professionals to enrich their reflections on the levers available to reduce inequalities in access to healthcare.



The Mission Committee Statement

Antoine Freysz, CEO of Kerala and member of the Doctolib Board of Directors

“ Improving the relevance of the search engine results, the accuracy of the information displayed on the site, the search options available for professionals, etc. : **Doctolib's mission is to make tangible improvements to access to healthcare.** ”

This is a major objective for the health of patients and the smooth operation of the healthcare system.



Helping to relieve congestion in the emergency room

Half of all consultations with GPs and pediatricians on Doctolib are booked **less than 48 hours before the consultation**, making it easier to absorb some of the country's urgent care needs.

These 35 million last-minute consultations help to prevent an increase in the 4 million unnecessary emergency room visits that occur every year.

Our objectives for 2025*

- Increase the number of consultations created with a general practitioner or pediatrician to 2 million, **thanks to the medical time freed up** by Doctolib (1.5 million today)
- Enable **190 million appointments to be booked online** (184 million today)
- Facilitate **2 million conversations on the patient messaging system** (210,000 today)

Objective #5

Enabling patients to receive more continuous care

The multiplicity of players and structures and their lack of coordination, the lack of appropriate communication tools and the failure to anticipate certain situations can lead to breakdowns in patients' care pathways. This lack of continuity can lead to a worsening of medical conditions and an increase in avoidable hospitalisations.

Our vision

- **Supporting practitioners and patients in transitioning from an episodic care relationship to one with greater continuity** beyond the office consultation, through the use of technology.
- **Improving observance and continuity of care to limit health complications**, avoid rehospitalisation and an increased burden on healthcare infrastructures.

Innovations in 2024

- A **My Care Plan** feature that enables patients to easily store, organise and transmit all their health information, both when preparing for their appointment and afterwards.
- A **consultation assistant** enabling practitioners to provide better documentation and therefore better follow-up of their patients, both in consultation and remotely.
- A **patient messaging** system to facilitate continuity of care outside consultations
- An **automatic appointment suggestion** function, enabling practitioners to set up automatic reminders (e.g. vaccine reminders, dermatological check-ups, scaling).

Telehealth for better follow-up

On Doctolib, 80% of telehealth consultations are carried out with a patient already known to the practitioner.

As part of the care pathway, the development of telehealth has demonstrated its many virtues in ensuring continuity of care: monitoring of the elderly, monitoring of certain chronic pathologies or prescription renewals. **Telemedicine makes it possible to reduce appointment times and geographical distances, which eases the mental and financial burden of patients' illnesses, and relieves congestion in emergency rooms (ER)** (28% of patients who have used telehealth were initially planning to go to ER, and 30% to forego treatment).

[TLM360, 2023](#)

Our objectives for 2025*

Increase the use of telehealth and/or patient messaging beyond physical consultations, to improve continuity of care:

- **Increase** the proportion of GPs and pediatricians who **continuously monitor their patients** (52% in 2023)
- **Increase** the proportion **of patients continuously monitored** by their GP or pediatrician (11% in 2023)

Objective #6

Developing prevention

Historically focused on treating emergencies and centred on hospitals, the French healthcare system now has to deal with the rise in chronic diseases and an ageing population. This development, coupled with the growing workload of care teams who have to see large numbers of patients, limits the time available for in-depth discussions and restricts the opportunities for promoting a preventive approach to health. Yet prevention, including screening and vaccination, is essential to help French people live longer, healthier lives.

Our vision

- **Providing doctors with the necessary tools to carry out preventive actions**, and patients with resources to **anticipate their preventive needs**.
- Leveraging the Doctolib platform to **relay nationwide prevention campaigns**.

Seeing your GP

**1 to 2
times
a year**

reduces the risk of
avoidable
hospitalization by
5,5 times

DREES, 2023

Innovations in 2024

- **Grouped patient communication** functionalities, to enable practitioners to send targeted prevention messages to their patients, in particular to relay French National Authority for Health (HAS) recommendations (e.g. informing them of a preventive examination according to their age, gender or last vaccination reminder).
- Highlighting prevention **campaigns for the general public** on the website and app (tobacco-free month, pink October).
- A **care plan** to give patients access to a list of all the preventive actions they need to take (vaccination, screening). This list is filled in with recommendations from health professionals and the health authorities.



The Mission Committee's opinion

Agnès Bazin, Former Chief
Development Officer at Doctolib

“Although the healthcare system as a whole has embarked on a shift towards preventive medicine, this desire often comes up against **practical barriers**: lack of information for patients or appropriate tools for health professionals. **Doctolib has taken up the challenge of offering simple solutions that are integrated into the day-to-day tools** used by doctors, with encouraging take-up in its first year. This year's launch confirms the real potential of Doctolib's tools to help prevent rather than cure. ”

In 2023,
**27 prevention
campaigns**

were conducted on
public health topics
(vaccination,
kidney donation,
menopause)
on Doctolib

Our objectives for 2025*

- ➔ **Increase** the number of **prevention campaigns (from 27 in 2023, to 40 in 2024)**
- ➔ **Strengthen our methodology for measuring the impact** of prevention campaigns to better assess their impact on patient health

Objective #7

Be accessible to all, including those most excluded from care

The overall quality of healthcare services in France is generally satisfactory. However, significant disparities persist between different regions and socio-professional categories, particularly in terms of the risks associated with certain diseases and healthy life expectancy. These inequalities affect both exposure to risk and access to healthcare services, which are sometimes limited by financial constraints or inadequate healthcare provision.

Our vision

- Ensuring that our services are accessible to as many patients as possible, whatever their age, state of health or origin.
- Facilitating access to healthcare, particularly for those who are furthest from it.

More than half of French people report having "difficult" or "no access" to the healthcare system.

[Elabe poll for Les Echos, Radio Classique and Institut Montaigne, 2024](#)

Innovations in 2024

- Creation of a **digital health training program**, in partnership with Emmaüs Connect.
- Accessibility of **appointment booking** functions for the visually impaired.
- Launch of a programme to provide better information on the **accessibility of doctors' practices** listed on Doctolib for people with disabilities.
- Accessibility of Doctolib for **allophones** through the availability of our services in French, German, Italian and English.



The Mission Committee's opinion

Michael Jeremiasz, Paralympic Champion

“Reducing inequalities in access to healthcare must be a priority for all those involved in the health sector. As a company serving a mission of general interest, Doctolib must pay **particular attention** to those who are currently discriminated against in their healthcare pathway, or who have poor access to the healthcare system.”

Caregivers, essential intermediaries for the most excluded

Key players in patient care, caregivers are key users of Doctolib.

34% of online appointments are booked for relatives

46% of patients have at least one relative (senior citizens, people with disabilities or people who are not digitally literate) linked to their accounts.

Our objectives for 2025*

→ Set up an "**accessibility plan**" (see innovations 2024 opposite)

→ In 2024, launch an **impact study** with one or more external partners to **measure patients' perceptions** of the impact of Doctolib on their healthcare.

24 hours in a patient's life.

5am

I've had a fever for several days. I make an appointment with my GP in the morning.

7am

Before my appointment, I send the relevant documents to the GP securely via my app, giving him or her a clear picture of my health history.

10am

It's time for my consultation. My practitioner is already familiar with my profile and can devote himself entirely to the care I need to recover. My case needs to be analysed. He refers me to a laboratory and arranges an appointment for me later that day.

11am

I do my tests and receive the results. I make an appointment to discuss it with my doctor, and I share the analyses with him or her via the patient messaging system.

2pm

I ask my doctor questions about my results during the telehealth consultation and he answers them. I need to start treatment and consult a specialist for further tests. He sends me the prescription digitally and refers me to a specialist.

6pm

I pick up my treatment, having first sent my prescription to the pharmacy via my app. On the way, I receive a notification on my phone: a recommendation to get vaccinated against flu. So I make an appointment for myself and my family.

A word from the committee

In January 2023, Doctolib announced that it would become a purpose-driven company, and set up a committee responsible for monitoring the implementation and achievement of the objectives that the company had set itself in this context.

For over a year, the Committee's complementary points of view were enriched by in-depth discussions with the management team during plenary sessions, as well as by smaller meetings on specific topics. The transparency of the information provided and the openness of our discussions enabled the Committee to appreciate the ambition of the mission statement and its integration into the company's business.

On this last point, **the Committee noted the consistency and alignment between Doctolib's operational objectives and its raison d'être.** Doctolib's two missions - improving the day-to-day lives of health professionals and improving the health of all - should enable the company to enhance the social utility of its business and services.

Whether it's freeing up medical time for care teams, reducing the distance between healthcare and people who are far from it, or developing exchanges between practitioners, the objectives driven by Doctolib's raison d'être have real potential for impact. Their implementation is crucial. It is monitored using a large number of quantitative indicators. Discussions between the Committee and the management team should make it possible to add to these quantitative indicators a more qualitative measure of the achievement of objectives.

In the course of this year's work, the Committee has also been able to identify a number of areas for improvement if Doctolib is to achieve its twofold ambition. **These relate in particular to Doctolib's ability to demonstrate its benefits for our healthcare system. There are a number of areas that could be covered in this respect: its role in influencing practitioners to improve the accessibility of their offices, the prominent place given to prevention and measuring the impact of campaigns run by Doctolib, as well as Doctolib's contribution to optimising medical decision-making.**

Joint interview

AI, Health, Ethics

What role can Artificial Intelligence (AI) play in improving health for all?

Nacim Rahal

Artificial intelligence has a dual impact in the healthcare sector. It saves time by freeing practitioners from administrative tasks. It also improves access to care for patients, and the quality of that care, by helping the practitioner in his or her decision-making, and by enabling first-aiders to respond more effectively to demand.

Frédéric Worms

The primary benefit of AI in healthcare is to individualise diagnosis and treatment for patients as precisely as possible. However, there is a risk that its use could replace human certification. But there can be no care without care. This individualisation cannot just be technical, it must also be relational.

What role can artificial intelligence play in improving health for all?

Nacim Rahal

Doctolib has set out seven pillars in its ethical charter to address these risks. These include making its products more sustainable, ensuring greater transparency, avoiding bias in decision-making and guaranteeing the autonomy of practitioners in their work.

Frédéric Worms

In the literature on the ethics of AI, we find the notion of a human guarantee. This is an essential principle, because the guarantee implies a stamp, a certification, but above all it is a control that can lead to refusal. We also need to think about the patient's care pathway and the role of AI in it over the long term, and the individualisation I mentioned cannot just be a one-off thing.

Nacim Rahal & Frédéric Worms

How can we ensure that this vision is respected?

Nacim Rahal

Implementing effective governance around responsible AI issues is essential. But for me, education is the key to bringing this vision to life and respecting it internally. The ethics charter must be part of Doctolib's corporate culture, to ensure that all our employees are committed to it. This is how we will succeed in making our safety nets effective. As well as internally, our aim must be to set an ethical standard within the healthcare sector.

Frédéric Worms

There are the safeguards that Nacim has just mentioned. But there is also the question of the place of a service like Doctolib in an ecosystem of players (institutions, public players, private practitioners). How can we bring together the private and public sectors, how can we act at this crossroads, and what does AI have to do with it? It's essential to think about the sharing of roles between the various players and their interdependence, if we are to have a global vision of healthcare. We need to think on a scale ranging from the most individual to the most political.



Nacim Rahal
Senior Director
Data & AI
Doctolib



Frédéric Worms
Philosopher and Director
of the École Normale
Supérieure-PSL.

Annexes



Complete list of indicators and impact objectives of Doctolib France

Improving the quality of work-life for health professionals

- Increase the time saved by GPs and pediatricians **from 4.5 hours to 5.5 hours** per week by the end of 2024 **.
- **Maintain** the current level of satisfaction with the comfort provided by Doctolib (83% of GPs and pediatricians using Doctolib Médecin satisfied in 2023)
- Increase the Doctolib **NPS** from 29 in 2023 to 33 by the end of 2024
- Increase from **154,000 to 165,000** Doctolib Patient users in 2024

Improving coordinated patient care

- **Grow from 39,000 to 80,000** monthly active users on Siilo by 2024

Helping practitioners provide the best care for their patients

- **Increase the proportion of people satisfied or very satisfied** with clinical decision support from 15% to 25% by 2024, then to 35% by 2025.

Facilitating access to healthcare

- Going from **184 million to 190 million** online appointments booked.
- Going from **210,000 to 2 million** patient conversations in 2024.
- Going from **1.5 million to 2 million** additional general medicine or pediatric consultations per year created through Doctolib.

Enabling patients to receive care more continuously

- Progression in the percentage of **general practitioners and pediatricians who provide continuous care** to their patients through telehealth or patient messaging (52% in 2023).
- Progression in the percentage of **patients receiving continuous care from their general practitioner or pediatrician** (11% in 2023).

Develop prevention

- **Increasing the number of prevention campaigns** (from 27 in 2023 to 40 in 2024).
- **Increasing the percentage of practitioners who have sent a prevention campaign** (0.5% in 2023).

Being accessible to everyone, including those who are most excluded from healthcare.

- Implementation of an **"accessibility plan"**.
- Initiation of an **impact study** with one or more external partners to measure **patients' perception** of the impact of Doctolib on their healthcare management.

Calculation methodology

Improving the quality of work life for health professionals

- Increase the time saved by GPs and pediatricians from **4.5 hours to 5.5 hours per week** by the end of 2024 **.
- **Maintain** the current level of satisfaction with the comfort provided by Doctolib (83% of GPs and pediatricians using Doctolib Médecin satisfied in 2023)
- Increase the Doctolib **NPS** from 29 in 2023 to 33 by the end of 2024
- Increase from **154,000 to 165,000** Doctolib Patient users in 2024

Time saved: based on the 5,072 general practitioners and pediatricians who are users of Doctolib Médecin.
Satisfaction rate: based on the annual satisfaction survey - 3,056 respondents, including 455 general practitioners and pediatricians in 2023.
NPS: Net Promoter Score, this indicator measures the recommendation rate and therefore the level of satisfaction of practitioners with Doctolib. The NPS survey is sent to all active practitioners on Doctolib every 6 months. The NPS indicated in the report is the one measured in Q4 2023.
Number of user practitioners: practitioners with an active account (bookable or booked slots) in December 2023.

Strengthening coordinated patient care

- Increasing active monthly users on Siilo from **39,000 to 80,000** in 2024

Number of users: practitioners or medical assistants/secretaries who have sent at least one message (excluding intra-cabinet communication) in December 2023.

Assisting practitioners in providing the best care to their patients

- **Passer de 15% à 25% de satisfaits ou très satisfaits** de l'aide à la décision clinique en 2024, puis à 35% en 2025

Taux de satisfaction : sur la base de l'enquête annuelle de satisfaction - 3056 répondants dont 455 médecins généralistes et pédiatres en 2023

Facilitating access to healthcare

- Increase the number of online appointments booked from **184 million to 190 million**.
- Increase the number of patient conversations from **210,000 to 2 million** in 2024.
- Create an additional **500,000 to 1 million** general medicine or pediatric consultations per year through Doctolib, reaching a total of 2 million consultations.
- Please note that the translations provided are based on the context given and may not reflect actual data.

Online appointments booked: Number of appointments booked online by the patient (based on the date of the consultation). This includes appointments that were later canceled. Excluded are appointments booked directly by the doctor and those booked for COVID vaccination.
Patient conversations: Feature launched in November 2023 and experiencing strong growth. A conversation is counted when it has been closed by the healthcare professional, with no minimum number of messages required. An unanswered conversation can also be counted. Scope: all health professionals (excluding medical assistants/secretaries).
Created consultations: Calculation: Number of general practitioners and pediatricians using Doctolib Médecin x time saved per week / average consultation time.
Assumptions: Time saved per week = 1.8 hours | Average consultation time = 17 minutes (average time slot in doctors' schedules) | Number of general practitioners and pediatricians using Doctolib Médecin = 5072.

Enabling patients to receive care more continuously

- Progression of the percentage of general practitioners and pediatricians who continuously follow their patients through telehealth or patient messaging (52% in 2023).
- Progression of the percentage of patients continuously followed by their general practitioner or pediatrician (11% in 2023).

Continuous follow-up: Continuous follow-up implies having carried out a face-to-face consultation and either a teleconsultation or an exchange via the caregiver/patient messaging system, in 2023 and with the same patient. Cancellations are restated.
Calculation: Number of GPs and pediatricians having followed a patient continuously in 2023 / Number of practitioners having had an honored consultation with a patient in 2023.
Patient followed on an ongoing basis: idem

Develop prevention

- **Increase the number of prevention campaigns** (from 27 in 2023 to 40 in 2024).
- **Increase the percentage of practitioners who have sent a prevention campaign** (from 0.5% in 2023).

Prevention campaigns: Date of campaign dissemination as reference
Practitioners who have sent a campaign: Number of general practitioners and pediatricians using Doctolib who have sent a prevention campaign / Total number of general practitioners and pediatricians using Doctolib.

Being accessible to everyone, including those who are most excluded from healthcare

- Implementation of an **"accessibility plan"**.
- Initiation of an **impact study** with one or more external partners to measure **patients' perception** of the impact of Doctolib on their healthcare management.

- This report is based on Doctolib's activities in France.
- All the indicators presented in the table have been audited by ITPO.
- The indicators marked with (**) are based on a combination of internal Doctolib data and various market assumptions (derived from benchmarks or internal studies).

Doctolib