



Paris, April 22, 2020

## PRESS RELEASE

### Doctolib among the top 3 providers of online medical consultations in the world

Since the start of the pandemic, use of video consultations has soared on Doctolib, placing the French solution among the top 3 most-used services in the world. The company has been offering its service free of charge to all French and German physicians in the past few weeks and recently crossed the symbolic threshold of 2.5 million online appointments booked on its platform during the epidemic. While user numbers have accelerated sharply in recent weeks, online medical consultations were already becoming popular with both patients and health professionals. New figures confirm the trend and suggest it will lead to lasting changes in behavior.

#### 2.5 million video consultation appointments booked since the epidemic began

French patients have booked 2.5 million video consultations on Doctolib since the start of the Covid-19 epidemic. The practice is becoming increasingly common: more than 31,000 physicians now offer online visits on Doctolib and 872,000 patients have used the service via the website or the app at least once in the last five weeks.

These figures put France among the top users of video consultation worldwide. With 100,000 online consultations per day since the start of the epidemic, Doctolib is one of the top 3 most used video consultation solutions in the world along with a Chinese and an American service.

Present in Germany since 2016, Doctolib made its online consultation service available for free to German physicians at the beginning of April. Of the 10,000 professionals using Doctolib, 1,000 already have online consultation tools.

*"The number of online consultations booked on Doctolib rose from 1,000 to 100,000 per day in just one month. The need for accurate patient orientation and follow-up at home have made online consultations essential during the COVID-19 epidemic. Given the massive adoption of the service by the French, I am convinced that video consultation will become an important tool for practitioners and their patients in the future",* said Stanislas Niox-Chateau, co-founder and president of Doctolib.

#### 800,000 patients have made their first video consultation since the start of the epidemic

800,000 patients have adopted online visits through Doctolib during the epidemic. In March, 12% of the appointments booked on Doctolib were for online consultations (as compared to physical consultations at a practice). This month, the figure has increased by a factor of four: 45% of appointments made in April were for online consultations.

Online appointment users belong to all age groups: 13.5% are between 0 and 17 years old, 25% between 25 and 34, 28% beyond 55. Since the epidemic started, 34% of patients over the age of 65 who booked an appointment on Doctolib have chosen video consultation.

80% of patients said they would like to continue using the online consultation service after the epidemic because they think:

- it will prevent them from traveling (38,5%);
- help them access their doctor wherever they are (22%);
- obtain an appointment more rapidly (20%);
- make it easier for them to get medical advice (12%);
- avoid bothering their doctor with telephone calls (5%)<sup>1</sup>.

### 70% of video consultation users are general practitioners

General practitioners account for 70% of Doctolib video consultation users. And their patients prefer doing video consultations than physical ones at the practice in the current period: more than 50% of the appointments booked by patients on Doctolib with general practitioners are video consultations. Video consultation is also used by other specialists, particularly psychiatrists, dermatologists and pediatricians , and by other health professionals such as psychologists and midwives.

With the health crisis, video consultation has also been adopted in hospitals and health centers to allow remote monitoring of patients and relieve congestion in emergency facilities. Doctolib is now used in 65 hospitals, i.e. 2,100 practitioners, and 167 healthcare facilities, i.e. 1,000 practitioners.

When interviewed on April 21 in an internal survey<sup>2</sup>, 74% of doctors using video consultation on Doctolib were keen to maintain a similar organization to that currently in place, alternating office and video consultations, after the epidemic. Among the reasons given:

- 66% said they wanted to give their patients the option of choosing remote consultation, depending on the visit reason;
- 57% noted that it would allow them to bill for certain medical acts and advice that they hitherto provided free of charge by phone or sms;
- 45% think that video consultation will make their work more comfortable
- 36% thought it would allow them to have more frequent contact with their patients.

*"Video consultation has become a simple, reliable and secure solution for accessing healthcare. It has been widely adopted and is becoming essential. It will never replace physical consultation – it will probably represent between 15 and 20% of the activity of user physicians, as it is already the case in Scandinavian and some Asian countries, where the practice is already common. It must be a tool available to physicians enabling them to monitor their patients as part of the traditional healthcare pathway,"* says Stanislas Niox-Chateau.

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### About Doctolib

Founded in 2013, Doctolib is the leading ehealth company in Europe. Doctolib offers doctors a software solution with a full range of services to help improve the efficiency of their operations, provide their patients with a more seamless experience, find new patients and collaborate with other doctors. Doctolib offers easier access to healthcare for patients by allowing them to find nearby healthcare professionals, book appointments online 24/7 and access video consultations and the record of these consultations. The company today employs 1,400 staff in 40 cities in France and Germany. It collaborates with 125,000 professionals and 2,300 healthcare facilities and has over 50 million visits from patients on its services every month.

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<sup>1</sup> Source: Survey conducted on April 21 and 22 among 5,000 patients who have already used Doctolib video consultation.

<sup>2</sup> Source: Survey of 1,000 practitioners using Doctolib video consultation conducted on April 21.