



Tried many times, finally got through: Simplified appointment scheduling for physicians and patients

- Doctolib revolutionizes online appointment search and booking processes
- The French success story now starts in Germany with a EUR 23 million investment by Accel Partners and other entrepreneurs

Berlin, 1 June 2016: Attempts at simplifying appointment search and planning activities for physicians and patients are not new. What is new is the online booking platform for patients that is directly linked to a calendar tool for physicians, making it possible to schedule appointments 24 hours a day in real time. It is exactly this business model that the successful French company [Doctolib](#) is now introducing to Germany and the first physicians are starting to join.

Doctolib was founded at the end of 2013 by Stanislas Niox-Chateau, Jessy Bernal and Ivan Schneider – all entrepreneurs in their own right, with extensive experience in online booking platforms. Niox-Chateau, for example, a former tennis professional, played a key role at the European market leader of online restaurant reservations, "La Fourchette". In France, Doctolib quickly became the market leader as the first service to link an online booking platform to a calendar tool for physicians. The special feature of this software: bookings are made 24 hours in real time, doing away with double bookings and the need for confirmations.

In France, more than 10,000 physicians, 300 health care institutions and four million patients are already using the service each month. Now Doctolib has made its way to Germany to facilitate daily planning activities for the country's 365,000 physicians. There is plenty of demand: approximately 2 billion doctor's appointments are made in Germany every year. "German patients see a doctor almost ten times a year and are thus in the top range of the European average. Many medical practices are overburdened in terms of their organisation and cannot be reached by telephone even during office hours," says Simon Krüger, Doctolib Managing Director in Germany.

Accel Partners invests millions

Effective immediately, German medical practices and health care institutions can benefit from the Doctolib services and install the software. During the next few weeks and months, Doctolib is aiming for rapid growth by adding the first hundreds of physicians. Doctolib's long-term goal is to become the market leader for online appointment searches and bookings in Europe. With this step, Doctolib is supported with an investment of EUR 23 million from Accel Partners and other well-known entrepreneurs. "We now want to give German physicians and patients a tool that makes their day easier. We can only do that if we work together. Therefore we are currently building our local teams and are expanding our German workforce to at least 100 employees," says co-founder Stanislas Niox-Chateau in reference to Doctolib's next steps.

Advantages for physicians and medical practices

Doctolib's current experience in France can be used to quantify the success of the online booking platform: thanks to the simplified appointment coordination process, medical practices can now devote 30 percent more time to patients and other important tasks. Daily planning for medical practices is facilitated by an automatic reminder function by SMS or e-mail and the option for patients to cancel their appointment online. Missed appointments can be reduced by up to 75 percent. Users have access to an online



directory of all physicians in Germany, which can be used to find medical practices and that allows the practices themselves to acquire new patients.

Patients also benefit

Using Doctolib, patients can quickly find a physician with free capacities and can book an appointment 24 hours online. Appointments are made in real time, doing away with long waiting times on the telephone or waiting for a confirmation. The automatic reminder function ensures that the appointment is not forgotten.

Data protection? But of course!

All of the data remains the property of the respective physicians and will not be forwarded for any other purpose. Doctolib only provides the software. The maximum level of German and European data protection standards are adhered to.