

DoctorTool

Impact Report 2023




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Message from JICA

JICA (Japan International Cooperation Agency) is a Japanese Government Agency aiming to contribute to the promotion of international cooperation as well as the sound development of the Japanese and global economy by supporting socio economic development, recovery or economic stability of developing regions. We have worked with the Government of Indonesia together to implement a variety of projects since the 1960's.

Currently, Startups make a significant impact on solving social issues through their innovation in the world. They are getting to be one of the most important partners for us. Therefore, JICA launched "Project NINJA (Next Innovation with Japan)". The Program is a Startups support project, firstly implemented in Africa, and has expanded its scope to Indonesia since 2021. JICA is continuing to strengthen its support and relationships with Startups.

Project NINJA 2023 in Indonesia aims to support Startups in areas of Human Resource Development (such as Health, Education, Disability, Gender, Nutrition improvement, Poverty reduction). Finally, three promising Startups, they are **DoctorTool**, **Hear Me**, and **Parakerja** were selected as our special partners from a highly competitive pool of 255 applicants and they have received individualized guidance from ANGIN and talented Mentors, in areas of business development, financing, proposals, and also impact evaluation.

This impact report was created as part of the JICA Project NINJA in Indonesia in 2023 and shows how those selected startups will make an impact on society. We hope that the report will deepen reader's understanding of them and encourage more partners to create and expand social impact together.



Founder's Message

DoctorTool was founded in the spirit of giving back to the community. Our co-founders are engineers – working closely with our Chief Medical Officer, dr. Gatot Soetono. He is a physician, lecturer, and medical profession activist devoted to establishing primary care as the foundation of the national healthcare system for nearly 50 years.

Dr. Gatot's journey began in 1975, when he and his wife were working in Sorong, Papua as general practitioners. While dr. Gatot was stationed at a state-owned hospital, his wife worked for a local public health center for primary care. He found a great discrepancy in quality between the two. He had access to an abundant supply of medicine to maintain and treat a defined community with no financial barrier to obtain health services. Meanwhile, his wife would face a severe shortage of medicine and her patients had to pay out of pocket.

The experience opened his eyes to the inequality of obtaining health services that still persist in Indonesia. In the decades after, dr. Gatot became involved in consultancy projects that led to the formulation of revised health legislations and the current Indonesian health insurance system.

We met dr. Gatot in 2016, and we were moved by his numerous attempts in implementing high-end technology to establish a new model of primary care. On the other hand, dr. Gatot finally met his dream team to develop high-impact health information systems.

We became DoctorTool, dedicated to building a strong foundation of the national healthcare system befitting Indonesia's era of social health insurance. Through NINJA Accelerator Program 2023, we wish to build awareness about the healthcare industry in Indonesia – why it is such an important and urgent sector, and what role primary care plays in realizing an equal healthcare for all, leaving no island and village behind.



**Rainaldo, Septu Jamasoka,
Elisa Yoshigoe**

Founders of DoctorTool

**dr. Gatot Soetono and
Suryanto Wijaya**

Advisors of DoctorTool

The Journey



Notes on Abbreviation & Terminology

For the purposes of succinct reporting, abbreviations will be used in the following report. This page acts as reference for abbreviations and terminologies.

General

UHC : Universal Health Coverage
EMR : Electronic Medical Records

Indonesia

JKN : Jaminan Kesehatan Nasional / National Health Insurance
Indonesia's universal health coverage program

BPJS : Badan Penyelenggara Jaminan Sosial / Social Security Administrator
The governing body of JKN under MoH

MoH : Ministry of Health

SATUSEHAT: A health information exchange and data analysis platform,
part of the Digital Transformation Office (DTO), developed by MoH.

Ministry of Village (MOV): Ministry of Villages, Development of
Disadvantaged Regions and Transmigration

International

USAID CHISU: United States Agency for International Development,
Country Health Information Systems and Data Use

About DoctorTool

DoctorTool (PT Medifa Infoyasa Suryantara) is a healthtech startup committed to Indonesia's digital health transformation – utilizing technology to create better quality and equal access to healthcare for everyone. We are building an integrated digital health ecosystem, currently serving more than 1,000 healthcare facilities with rapid expansion across Indonesia. We are also officially integrated with the Ministry of Health's SATUSEHAT platform.

Since DoctorTool's inception in 2016, we have expanded beyond our main clinic information management system. We now offer a range of products that include DoctorTool Mobile app for patients, DoctorTool Nakes app for healthcare providers, and DoctorTool Hub, a smart gateway for IoMT devices. Through our solutions, we enable healthcare to be more accessible.

As a company, our core values are firmly guided by five values: Innovative, Care, Proactive, Integrity, and Collaborative. We believe that as a frontrunner in health technology, innovation must come first, reflected in our dedication to the research and development of better health technology. We also believe in operating with care and compassion, working towards good health and well-being for all, both among our own employees and external stakeholders. As a business, we encourage proactivity in taking initiatives while upholding integrity and moral principles. We also foster a collaborative attitude, an openness to working together in achieving common goals.

Ultimately, we share the larger common goal of a strong universal health coverage in Indonesia. Through an integrated, accountable, and sustainable data ecosystem, we utilize technology towards equal access of quality healthcare for all.



Vision

To become a sustainable digital ecosystem provider that brings health and wellness to people anywhere, anytime.

Mission

To provide advanced technology of digital solutions in order to improve access and quality of healthcare for healthcare providers, individuals, the government, and other stakeholders.

Core Values



Innovative



Care



Proactive



Integrity



Collaborative


“

DoctorTool drives equal access to quality healthcare for all.


Problem

Indonesia's universal health coverage (JKN) system was established in 2014. By the end of 2023, 94% of Indonesia's population is registered with this program. Despite that, systemic problems still pervade the implementation of JKN, causing lack of equal access to standardized and affordable health services. These problems persist in both primary care (basic treatment and promotive/preventive efforts) and secondary care (specialized treatment, i.e. hospital care, surgery).


Problems of Primary Care



Geographical Access




Standardization of Clinics




Underutilization of Promotive/ Preventive


Problems of Secondary Care



Disparity in Quality




Inefficient Referral
- from Primary Care




Discrimination of JKN Participants
- relative to private insurance users


On top of those, both primary and secondary care also face challenges in areas below




Financing



Record for Medicine / Equipment Supply



Healthcare Workers
- problems of distribution; low bed/patient & doctor/patient ratio



Utilization of Technology for Data

While the problems of Indonesia's universal healthcare are vast, they are also interconnected. **DoctorTool focuses on the problem of data as a means to address the complex systemic concerns.** Some of the relevant data problems are:

- 1** Lack of **integrated electronic medical records (EMR)** in Indonesia

3 **Manual and fragmented data system**, causing inefficiencies and delay in data transmission
- 2** Limited access to **valid database** for policy making and medical research

4 **Poor awareness and access to technology and data** for clinic owners, healthcare professionals, and patients

Why Data Matters?

Investing in better data is key to creating meaningful impact. The 2023 United Nations World Data Forum in Hangzhou, China calls for the urgent need of developing **sustainable data – increasing openness, accessibility, and effective use of data**. In regards to the problems of Indonesia’s universal healthcare, data capacity building can offer these opportunities and solutions.

Shaping Policies

Data can enable meaningful and evidence-based policies. This includes promotive/preventive efforts, healthcare worker distribution, and financing. Data also supports future innovation based on research.

Efficiency

A robust, integrated data system at healthcare facilities will allow operational efficiency, better healthcare quality, and stronger support for the healthcare workforce.

Access

Integrated electronic medical records (EMR) can increase awareness and ease of access for patients, while maintaining accuracy and transparency.

Source: Indonesia’s Ministry of Health

FRAGMENTED DATA

More than 400 health data apps, causing fragmentation of data across apps developed by central/local governments and the private sector.

SATUSEHAT by Indonesia’s Ministry of Health

Launched in 2022, a health information exchange and data analysis platform, part of Indonesia’s Digital Health Transformation. Initial target of integrating all healthcare facilities by the end of 2023.

Source: Indonesia’s Ministry of Health

MANUAL DATA

More than 80% of healthcare facilities still use paper records, untouched by digital technology.

As of December 2023, **only 6.06% of healthcare facilities are connected to SATUSEHAT**.

The Solution

DoctorTool is working towards an *integrated data ecosystem built on electronic medical records (EMR) and valid health database*, transitioning health services and records from paper to digital operations. Through our solutions, we support all *six stages of data processing*; data collection, preparation, reading/input, processing/transfer, output/visualization/analysis and storage.

Admission E-Medical Records Doctor Practice

Pharmacy Billing & Invoice Accounting

Laboratory

A complete healthcare information management system.

- Secure management of millions of patients' data
- Accessible in rural areas with lightweight version
- User-friendly, including convenience of diagnosis input and prescription packages
- Integrated to lab devices
- Optimization of BPJS clinics' earnings based on capitation scores

DoctorTool SaaS for Clinics

DoctorTool Mobile App Patients

A health app for patients to book appointments, purchase medicines, and update their health data. Currently installed by more than 32,000 users. Active features include:

- Remote outpatient: Teleconsultation based on EMR with video call capability
- Community management: Maintenance from doctor to disease-specific community
- Personal health records: Integrated with wearables and vital measurement devices
- Diabetic self-management program: Specific module for diabetic patients to monitor their daily measurements, dietary intake, and activities

Plans for future deployment

- Patient observation: AI chatbot for follow-up of outpatient service
- Emergency service and contact

Online Booking Online Outpatient Care Health Store

Laboratory Examination Diabetic Self-Management Personal Health Records

Blood Pressure Monitor Weight Scale Measuring Tape

Glucose Meter Baby Scale Pulse OXimeter

Stadiometer Thermometer

Smart hub device – connects with multiple medical devices, both for clinics' use and patients' home care services. Currently connects with 8 different devices.

- Data collection direct from patients – at the comfort of their homes
- Cross-island healthcare services – measurements taken at healthcare facilities in remote areas can be consulted to hospitals at bigger cities
- Real-time data upload through wireless connection – preventing human error by eliminating data entry

DoctorTool Hub: Smart IoT Gateway

Key Milestones

2015

Begin operations in healthtech business



2016

Begin building DoctorTool SaaS (Clinic Information Management System)



2018

- First testing of DoctorTool SaaS at Klinik Mitra Sehati, a BPJS clinic in Bandung
- Successful integration with BPJS Pcare as key data partner

2019

Commercial launch of DoctorTool SaaS as system provider

2020

- Electronic System Provider Certification from the Ministry of Communications and Informatics
- Launch of DoctorTool Mobile App for Patients

2021

MoU signing with the Ministry of Villages – deployment of DoctorTool SaaS at all offices of the ministry

2022

- Pilot project of DoctorTool Hub (IoT Hardware) in cooperation with University of Indonesia – for stunting prevention program at 4 remote villages in the East Nusa Tenggara Province
- Integration with SATUSEHAT, the Ministry of Health's data platform
- Showcase of DoctorTool Hub at WONCA (World Organisation of Family Doctors) Asia Pacific Regional Conference

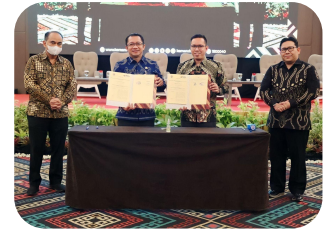


2023 Recap

2023 has been a year of extraordinary growth for us at DoctorTool. We were able to launch new products, sign impactful agreements, and grow our presence on a regional scale.

MoU Signing with Government Bodies

In January 2023, we signed an agreement with the Ministry of Village at the International Conference on Sustainable Rural Development In Border Areas, held in Kupang City, East Nusa Tenggara Province. The MoU enables us to deploy nationwide healthcare digitization in villages and rural areas. Then in November 2023, we signed an MoU with the Regional Health Office of Manggarai, enabling us to provide DoctorTool SaaS to all 24 healthcare facilities and 1 hospital owned by the local Manggarai government.



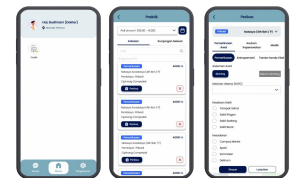
1,008 Healthcare Facilities by DoctorTool SaaS

By the end of 2023, we achieved 1,008 healthcare facilities across the 34 provinces in Indonesia – spanning from the westernmost Aceh province to the eastern provinces of Maluku, East Nusa Tenggara, and Central Papua. This is a rapid growth from 280 healthcare facilities in January 2023. Our customers consist of 8 types of healthcare facilities; Primary Clinics (Klinik Pratama), Principal Clinics (Klinik Utama), Public Health Centers (Puskesmas), Private Practices, Dental Clinics, Hospitals, Pharmacies, and Laboratories. Across this diverse coverage, we enable standardized operations and efficiency for Indonesia's health services – both for government-owned facilities and private ones.



Launch of DoctorTool Nakes App

Expanding our health data ecosystem, DoctorTool Nakes is an app for health professionals, integrated with our clinic information management system and can connect to DoctorTool Hub IoT devices. The app facilitates data recording and access to examination results. It is equipped with features to assist healthcare workers, such as new patient list, outpatient list, and practices that can be used by both doctors and nurses.



Launch of DoctorTool Hub IoT Version 2

In 2023, we have sold 34 sets of IoT (306 devices). Our medical distribution license is at the final stage of approval, and we estimate wider distribution in 2024. Through official partnerships with government bodies, we will be distributing the device for usage by nurses and midwives in remote areas. Furthermore, we will be synergizing with the community management function of the DoctorTool Mobile App, where mass distribution to patients will be supported with education on taking daily vital measurements at home; e.g. blood pressure for hypertension patients, blood glucose for diabetic patients.



Venturing onto the Regional Stage

In May 2023, DoctorTool was invited as one of the 13 participating companies at the UBS Healthtech Summit 2023 in Singapore. Then in June 2023, we were selected as the only Indonesian healthtech startup to present at the pitching stage of Japan-ASEAN Startup Business Matching Fair 2023. Finally, in December 2023, DoctorTool became one of the 3 Indonesian startups to join the NINJA Accelerator 2023 Program, selected from 255 applicants.



Impact & ESG



The following section discloses our impact progress and sustainability efforts to improve business practices related to environmental, social, and governance (ESG) topics. Our efforts are aimed at driving positive change not only for our company, but also for the environment, the community, and all stakeholders involved.

Impact Summary

While there are many moving parts in Indonesia’s universal health coverage problems, they are also interconnected. DoctorTool focuses on tackling the problem of data as a means to address the more fundamental systemic concerns. Due to manual and fragmented data, Indonesia’s UHC still lacks integrated electronic medical records (EMR) and valid health database. Furthermore, there is poor awareness and access to technology and data for clinic owners, healthcare professionals, and patients.

In support of the Ministry of Health’s Digital Health Transformation plan, DoctorTool is committed to build a high impact digital health ecosystem. We provide SaaS information management system for clinics, DoctorTool mobile app for patients, and IoT homecare devices in our endeavor towards sustainable health data and integrated data systems. Ultimately, we aim to utilize technology for equal access of quality healthcare.

In this endeavor, we align our efforts with Sustainable Development Goals (SDGs) as our commitment to impactful and meaningful work. Citing the World Health Organization’s report, SDG 3 of good health and well-being is linked with all other SDGs. Other goals benefit from or contribute to the progress of SDG 3. In our efforts, DoctorTool will focus most on the linkages with SDG 10, 17, and 4. Furthermore, we also believe in ESG best practice on our own premises for a holistic impact approach.



Waste Reduction

Inclusion & Diversity

Ethical Business

Energy Management

Human Capital Development

Financial Transparency

Impact Target

DoctorTool aims to build Indonesia's **health data and digital transformation for a stronger universal health coverage**. We provide integrated data systems to address the problem of manual and fragmented data. Through our solutions, we endeavor to bring access and efficiency for patients, healthcare facilities, policymakers, and the healthcare workforce.

Primary impact target Indonesian Patients

DoctorTool is working to **bring impact for all segments of Indonesian patients**, from the low income to the privately-insured. Our current efforts **focus on primary care** for the most underprivileged population; those unaware of BPJS and those dependent on BPJS. Our solutions **optimize integration to BPJS**; including automated patient data summary which enables faster admission service, and real-time updates to the BPJS system that enable efficient verification of patient claims. Our features also **support promotive/preventive efforts**, such as pregnancy monitoring, stunting prevention program, and family planning.

Secondary impact target Indonesian Healthcare Ecosystem

In the vast ecosystem of Indonesia's healthcare, we engage healthcare facilities and the healthcare workforce, as well as policymakers and the supporting stakeholders. We see this as an opportunity to integrate efforts towards equal and accessible healthcare for all.

Healthcare facilities

We provide data solutions for healthcare facilities, particularly primary care BPJS clinics. Our SaaS information management system enables **standardized operations**, assisting clinics to comply with **accreditation** requirements. It also optimizes **capitation**, which is vital for cash flow. Additionally, we engage with facilities under local governments, creating access in remote areas with mobile and offline-compatible versions of our SaaS.



Policymakers & supporting stakeholders

We are working with **national government bodies** to support health policies, as well as **medical associations and academic institutions** as relevant stakeholders. Our SaaS system, mobile app for patients, and IoT home care devices contribute to building a comprehensive database, ranging from neonatal and maternal mortality to risk of chronic diseases. **Valid data enables evidence-based policies and contributes to health expenditure savings** – UHC budget efficiency is directly related to prevention and risk monitoring of the correct target groups. Ultimately, we promote national health security in our partnership with MoH, BPJS, and other stakeholders. We also engage in education measures, as well as advancement of research and innovation – while further developing our IoT smart hub to build stronger database collected directly from patients.

Healthcare workforce

Our SaaS modules are built to **support the healthcare workforce in their practice and digital transition – doctors, nurses, pharmacists, lab specialists, and clinic staff**. It is designed to be user-friendly, allowing ease in managing and utilizing the integrated database. We also strive to strengthen practices in rural and remote areas. Our IoT devices enable cross-island health services – measurements taken by nurses in remote areas can be consulted to hospital doctors in bigger cities. Additionally, we provide SaaS lightweight version for usage in areas with minimal connectivity.



Our Impact Framework

DoctorTool is a health-tech company, focusing on integrated health data systems and IoT smart solutions. We strive to accelerate Indonesia's health data and digital transformation – ultimately addressing the complex and systemic problems of Indonesia's UHC.

We incorporate the United Nations' Sustainable Development Goals (SDGs) into our impact framework – to shape, steer, and communicate our vision of **building sustainable healthcare for people through high impact digital ecosystem**.



3.8 Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all.

3.c Substantially increase health financing and the recruitment, development, training and retention of the health workforce in developing countries.

3.d Strengthen the capacity of all countries, in particular developing countries, for early warning, risk reduction and management of national and global health risks.

Optimization of Indonesia's UHC system through integrated data

Our solutions are built to support the current JKN system.

- Our SaaS integrated data system allows operational efficiency and better quality at healthcare facilities.
- Our growing database (collected from our SaaS, mobile app, and IoT devices) enables evidence-based policies from healthcare workforce distribution to health expenditure efficacy. Ultimately, we strive to deploy data solutions for equal access to standardized and affordable healthcare.

Strengthening of primary care for national health security

Our current focus is engaging primary care BPJS clinics. We gather and monitor data through features that enable promotive/preventive efforts, targeting high-risk groups such as chronic disease patients. Ultimately, we endeavor for a stronger national health security.



10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard.

Equal access to quality healthcare

Indonesia's vast geographical landscape comes with disparity in access and connectivity. To ensure accessibility in remote areas, we provide SaaS in mobile and offline-compatible versions. Through our IoT devices, we also enable cross-island consultation to balance the disparity in healthcare quality and health workforce distribution.



17.8 Fully operationalize the technology bank and science, technology and innovation capacity-building mechanism for least developed countries and enhance the use of enabling technology, in particular information and communications technology.

17.18 Enhance capacity-building support to increase significantly the availability of high-quality, timely and reliable data disaggregated by income, gender, age, race, ethnicity, migratory status, disability, geographic location and other characteristics relevant in national contexts.

Commitment to integrated digital transformation

As part of the Digital Health Transformation plan, MoH launched national health data platform SATUSEHAT in 2022 with support from USAID CHISU – in that same year, DoctorTool managed to officially integrate with SATUSEHAT. Our solutions are designed to support interoperability with SATUSEHAT – our automation features eliminate human error and delay in data transmission, allowing better integration of BPJS claims and EMR with SATUSEHAT.

Advancement of health technology

We are committed to further develop our technology and provide better features, such as AI-based chatbot for patient observation on our mobile app. We also plan to expand connectivity of our IoT homecare devices to more advanced wearable devices, strengthening technology utilization for accessible healthcare.



4.4 Substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.

Health data capacity-building

We partner with universities for lectures on EMR courses. We also provide on-the-job teaching for both medical students and practitioners for EMR utilization and digital health operations.

Impact in Numbers

PRIMARY METRICS Indonesian Patients

COVERAGE

204

Cities and regencies

COVERAGE

34

Provinces

out of 38 provinces in Indonesia

COVERAGE

4,904,856

Patients

through healthcare facilities connected to DoctorTool

COMPREHENSIVE SERVICE

239,968

Referrals to secondary care in 2023

through healthcare facilities connected to DoctorTool

PROMOTIVE/PREVENTIVE CARE

94,660

Healthy visits of BPJS participant in 2nd semester of 2023

through healthcare facilities connected to DoctorTool

For comparison: Increase from 73,434 in 1st semester of 2023

EFFICIENCY

1

Minute of outpatient Electronic Medical Records look up time

For reference
Ministry of Health standard for hospitals:
maximum of 10 minutes

EFFICIENCY

31.53

Minutes of average patient queue waiting time

For reference
Ministry of Health standard for hospitals:
maximum of 60 minutes

EFFICIENCY

40.44

Minutes of average patient waiting time for concocted medicine

For reference
Ministry of Health standard for hospitals:
maximum of 60 minutes

EFFICIENCY

14.12

Minutes of average patient waiting time for non-concocted medicine

For reference
Ministry of Health standard for hospitals:
maximum of 30 minutes

Impact in Numbers

SECONDARY METRICS

Healthcare Facilities & Healthcare Workers

1,008

Healthcare facilities connected to DoctorTool

For comparison: Increase from 280 in 1 January 2023

2,144,294

Prescriptions prescribed in 2023

through healthcare facilities connected to DoctorTool

8,434

Healthcare workers trained to use EMR

25

Education seminars on EMR and clinic accreditation in 2023

National Government

59

Clinic accreditation points scored when using

DoctorTool out of **104** points

30.7%

Of all clinics integrated to SATUSEHAT comes from DoctorTool

2,172,974

Clinic visits of BPJS participants recorded in 2023 on the Pcare/Vclaim e-reporting system

100%

Of clinic visits of BPJS participants recorded on the Pcare/Vclaim e-reporting system

2,866,405

Medical records digitized from paper by DoctorTool in 2023

10%

Average of optimization increment for capitation-based payment by BPJS to clinics

Other Internal Metrics

2,861

Registered doctors

32,343

Installs of DoctorTool Mobile App

34

Sets of IoT devices sold

Total of 306 devices

Impact Deep Dive: Healthcare Facilities

DoctorTool is working towards health data and digital transformation, tackling the problems that still persist in Indonesia’s universal health coverage – while building impact inclusivity for healthcare facilities as our main customer base.

Our current focus in engaging healthcare facilities are clinics under the universal health coverage system, governed by BPJS. Hence, in designing our products, we ensure built-in features that assist clinics in complying with national BPJS regulations. Utilizing our SaaS module automatically fulfills 59 out of 102 accreditation points. Furthermore, our integration with the BPJS system enables optimal capitation and faster patient admission process. We also take into account the necessity of onboarding training for clinics – as using our SaaS means transitioning from paper to digital operations.

Clinics gain the benefit of standardized and efficient operations through deployment of our SaaS information management system. Ultimately, we strive to bring sustainable impact to healthcare facilities through inclusive digital transformation.

Impact in Numbers: Fairy Primary Clinic

100%

Data input efficiency increase

462.45 kg

Paper weight saved by EMR

IDR 68 million

Annual cost savings from digitalization

24 sqm

Space efficiency – *previous storage room now utilized as optician space*

23 minutes

Average patient queue waiting time
Before DoctorTool: 30 minutes

5 minutes

Average patient waiting time for medicine
Before DoctorTool: 20–30 minutes

Study Case: Fairy Primary Clinic

Fairy Primary Clinic, located in East Jakarta, offers general and dental health examinations, catering to a diverse community. Medical services at Fairy Primary Clinic prioritize patient’s comfort, adhere to Ministry of Health standards, collaborate with local public health centers, and facilitate referrals to hospitals.

Before using DoctorTool, the clinic grappled with operational challenges – managing physical files and forms, leading to increased costs. By deploying DoctorTool’s SaaS and EMR, operational costs have decreased. Furthermore, the space previously used to store physical files is now repurposed to optician space; providing a new source of income.

“Before using DoctorTool, the clinic had to provide physical forms and files, as well as space for storing archives. This, of course, imposed a burden on the clinic, especially in terms of operational costs. Additionally, from the perspective of medical staff, manual medical records were considered inefficient, difficult to access, and time-consuming due to the outdated system.

By using DoctorTool, the clinic has enjoyed benefits, especially in reducing operational costs. The clinic no longer needs to spare space for storing physical medical records – the extra space can then be utilized for other facilities. From the perspective of medical staff, it greatly facilitates our work because everything can be accessed through the DoctorTool application, including patient registration, triage, assigned clinics, laboratory results, and medications. This connectivity streamlines the work of all divisions.”



drg. Intan Dwinanda, MM
Owner of Fairy Primary Clinic

Impact Partners

DoctorTool partners with government bodies, academic institutions and medical associations. Through these key partnerships, we are able to extend our network and take our impact to new heights.

Ministry of Villages, Development of Disadvantaged Regions and Transmigration

Our partnership with the Ministry of Village began in 2021. Since November 2021, all clinics at the Ministry of Village offices have been using DoctorTool as their clinic information system – serving the healthcare services of 6,800 Ministry of Village employees. In 2023, the partnership opportunity expanded. On January 13, 2023, we signed an MoU to implement the digitalization of healthcare in villages across Indonesia. Plans include the utilization of DoctorTool SaaS, mobile apps for telemedicine, and IoT solution.

This partnership enables us to expand our impact, deploying our solutions nationwide and distributing quality healthcare – especially in rural and remote areas where the problem of manual data and technology accessibility still persist.



The Health Office of Manggarai Regency, East Nusa Tenggara

In November 2023, DoctorTool signed an MoU with the Health Office of Manggarai Regency. Under this partnership, we are able to cover the digitalization of all 24 healthcare facilities and 1 government-owned hospital in the region through DoctorTool SaaS. The province of East Nusa Tenggara has the highest stunting rate in Indonesia. DoctorTool is committed to addressing this problem – by accurate tracking of stunting cases and promoting health for children and pregnant women. This partnership is an opportunity to bring impact to a community through evidence-based promotive/preventive efforts.



University of Indonesia

Our partnership with one of Indonesia’s top universities, the University of Indonesia, ranges from research and development to education in health data capacity-building.

In 2022, two students of the Electrical Engineering Department joined our internship program – developing DoctorTool Hub IoT which resulted in the trial phase in August 2022. In that same year, we collaborated with a doctoral student of the Public Health Faculty, developing a self-management feature for patients with diabetes on the DoctorTool Mobile app. Trial phase was conducted in April 2023.

In terms of capacity-building, DoctorTool has been conducting lectures for the Family Medicine Residency Program at the Faculty of Medicine since November 2022. Our representatives act as guest lecturers on the topic of information technology infrastructure and best practices for developing health information systems. This lecture series will continue to be part of the semester program.

Beyond that, DoctorTool also provides the information system for the university’s clinic. Furthermore, DoctorTool Mobile’s self-screening feature was carried out in mass scale for new students’ health checks. Ultimately, our partnership with the University of Indonesia covers many areas – enabling our growth as well as presenting opportunity to educate in the endeavor towards meaningful impact.



Indonesian Clinic Association (ASKLIN)

Since 2019, DoctorTool has been actively collaborating with ASKLIN in a series of educative seminars and workshops, both offline and online, to raise awareness of digitalization in clinic operations. More recently, DoctorTool also contributed in sharing sessions on topics such as clinic accreditation and Electronic Medical Records. Through this partnership, DoctorTool remains committed to help clinic members in the association to benefit fully from standardized, data-driven, high quality healthcare.



Other partnerships - Edigy - Indonesian Family Doctors’ Association (PDKI) - Indonesian Clinic Entrepreneurs’ Association (PERKLIN) - Indonesian Association of Clinics and Health Care Facilities (PKFI) - Association of Healthtech Indonesia (AHI)

ESG Overview

We recognize that there are critical factors of Environmental, Social, and Governance (ESG) conduct that have impact on both our business and the communities we operate in. In this report, we provide an overview of our ESG performance with a deep dive on social metric.



Environment

- ▶ Reduce paper consumption and waste through our platform and work processes
- ▶ Reduce environmental impact from travel by maximizing online meetings, training, and education



Social

- ▶ Promote community impact by ensuring equal access to education and health programs
- ▶ Hire and retain diversity among our employees
- ▶ Implement culture of knowledge in company operations



Governance

- ▶ Enable healthcare facilities to comply with regulations
- ▶ Foster company culture of integrity, and sign Integrity Pact for ethical practice
- ▶ Ensure the transparency and legality of company financials



Ways we will explore to increase our ESG impact even further

- Track the environmental impact (resource/paper saved) through our digitalization operations
- Manage DEI (Diversity, Equity and Inclusion) program to increase representation in the workforce and ensure equal treatment for all employees
- Finalize process of medical distribution license for IoT
- Develop clear guidelines for relationships with employees, work partners, customers, stakeholders for business ethics

ESG Deep Dive

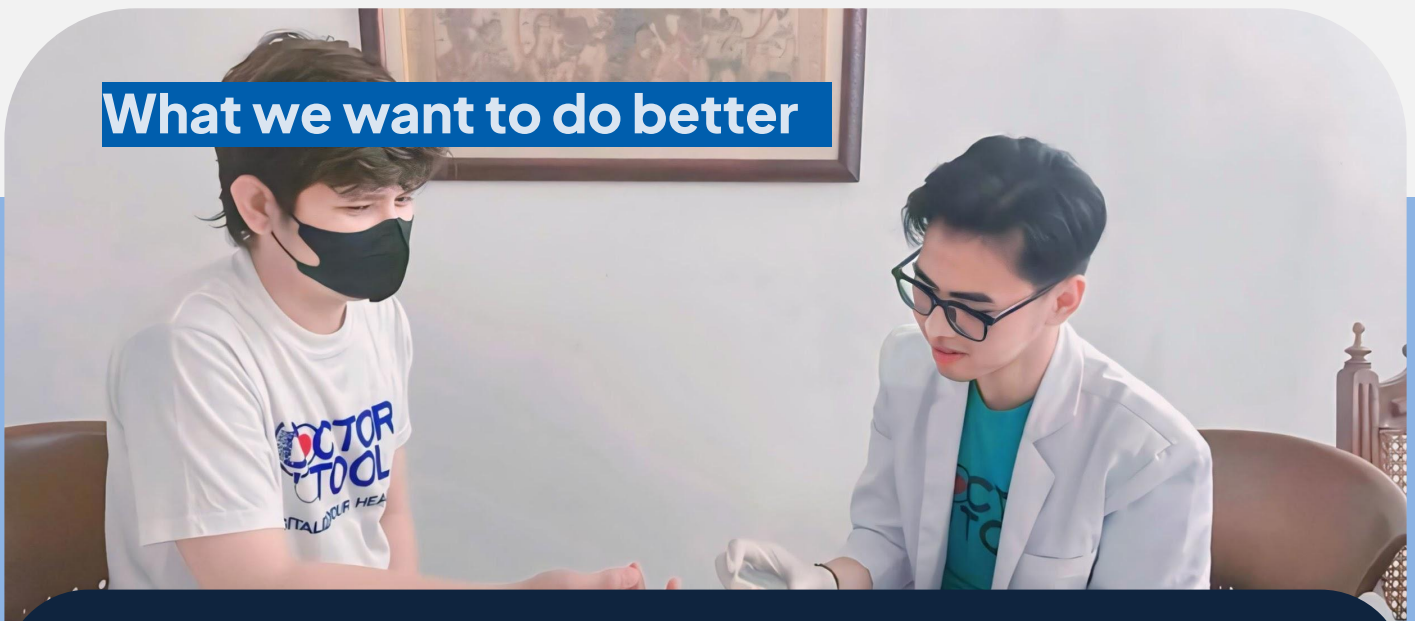
Social

In our endeavor towards digital health transformation, we strive to have the best conduct in social metrics. Thus, we implement positive community practices both towards partners and our in-house employees.

- Our office is women-inclusive with 37,93% of our employees being women
- We support equal employment opportunity with 51.72% of our employees being urban migrants from outside the Greater Jakarta area
- For education of our customers, we provide training to healthcare facilities and maintain close communication via accessible chat groups
- For capacity building of our employees, we provide regular counseling services handled by our HR and management team directly
- We also integrate learning culture deeply in our daily activities, holding regular product training and knowledge sharing by inviting both internal and external speakers for the benefit of all employees, regardless of their work departments



What we want to do better



▲ Manage DEI (Diversity, Equity and Inclusion) program, including adding more female in leadership role

▲ Regular health and wellness awareness program for employees by providing medical check up, using our DoctorTool Hub for anthropometry tests

▲ Launch new CSR programs focused on prevention/promotive care, connecting local communities with multiple stakeholders in private, non-profit, and state-owned sectors

Certifications



Certifications

In the highly regulated medical field, certifications enable us to operate at larger scale – expanding our impact while complying with national regulations.

Electronic System Provider (Health Sector)

Issued by The Ministry of Communication and Informatics
 Certified in 2020, updated in 2022

A legal certification for companies responsible for the operation, maintenance and management of electronic systems such as web, e-commerce platforms or mobile applications. This ensures that the system functions properly, safely and in accordance with applicable regulations. This PSE verifies DoctorTool's legality of operations.



Electronic Medical Records (EMR) System Provider

Issued by The Ministry of Health
 Certified in 2023

The Ministry of Health's standard for the application of information and communication technology in the health sector. This certification covers the use of EMR to store and manage health information. Only certified companies can integrate their system by API with SATUSEHAT, the official medical data platform by the Ministry of Health. DoctorTool is certified and fully integrated with SATUSEHAT in our operations.



Our Latest Certification: Medical Equipment Distributor License (IDAK)

Issued by The Ministry of Health - Certified in 2024

An official, legal permit granted for companies' right to distribute medical equipment. The main objective of IDAK is to ensure that medical equipments distributed in the market meet established standards for safety and performance.

With the rapid development of DoctorTool Hub IoT, we recognize the importance of legal basis in distributing medical equipment. By early 2024, we are officially certified as a distributor of medical equipment by Indonesia's Ministry of Health. The distribution license categories held by DoctorTool are non-radiation electromedical medical devices and in vitro diagnostic products. Both are suitable in covering numerous devices for anthropometric and vital signs measurements; such as heart rate, blood pressure, and oxygen saturation levels; as well as laboratory equipment.

With this certification, we will be able to achieve two objectives: delivering products in a safe, legal manner, as well as opening doors to new and exciting advanced technologies. We are eager to connect with medical device manufacturers around the world that share the same vision as DoctorTool, bringing equal access to healthcare to everyone in Indonesia.

With regular health data sets collected at the comfort of patients' homes, healthcare professionals and caregivers will be able to monitor patients with medical conditions – including those who may be confined to the vicinity of their homes, nursing homes, or hospices. Ultimately, we envision that having convenient, non-invasive medical monitoring devices will promote the habit of daily monitoring for healthy people – thus detecting and preventing diseases early on, towards the well-being of the broader Indonesian population.



Moving forward: future certifications

- ▶ **ISO 27001:** Information Security Management System
- ▶ **ISO 27701:** Privacy Information Management System
- ▶ **ISO 13485:** Medical Devices – Quality Management Systems
- ▶ **ISO 9001:** Quality Management
- ▶ Good Method of Distribution of Medical Devices (CDAKB) by Indonesia's Ministry of Health
- ▶ Digital Finance Innovation by Indonesia's Financial Services Authority (OJK), issued for insurtech marketplace and insurance hub



What's Next?

What's Next



Looking ahead

In 2024, we aim to expand our reach as well as improve our health technology towards stronger health services in Indonesia. We will strengthen collaborations by partnering with stakeholders both in the government and private sectors – to develop tech-empowered programs in the health sector.

In expanding our reach to a larger market, we are leveraging our partnership with the Ministry of Village. We are **targeting more villages** in Indonesia to open healthcare facilities equipped with ideal standards of information management. We plan to develop our own system of “clinic model” that enables equality in health services across villages.

We are also continuing innovation through DoctorTool IoT. With this solution, we are supporting MoH's health programs, such as prevention of stunting and other chronic diseases; diabetes, hypertension. Our IoT sets enable convenient daily monitoring at home, with real-time data to be accessed by healthcare facilities in all regions of Indonesia. Ultimately, disease prevention through proper promotive/prevention efforts can alleviate financial burdens from the national insurance. In 2024, with our newly acquired medical equipment distribution license from MoH, we plan to deploy **wider distribution of DoctorTool Hub IoT**.

Whereas the above will tackle the access to healthcare, we are also keen to address the urgent need for quality healthcare. We believe that “evidence-based” services and personalized care can only be achieved when doctors have the same access to database, guidance, and case studies. Indeed, equality is not just a matter of access by geographical distribution or financial access, but also standardized quality of care. With this objective in mind, we are developing a **Clinical Decision Support (CDS) platform** – to help doctors everywhere in Indonesia to have standardized skills. The platform will enable learning on how to deliver services at point of case based on data-backed evidence. The engine will be built to provide meaningful recommendation based on our massive database on past treatments, its results, prescribed medicines, and many more.



Addressing the shortage of healthcare facilities in the country, we plan to increase the number of health service points to support newly graduating doctors in opening independent/private practice; Indonesia sees approximately 12,000 new graduates each year. These doctors will need business and operational guidance on managing clinics, as well as capital support which include financial products that are usually only available for bankable population. We are in discussion with several providers of financial products that share this vision **to support private doctor's practices as SMEs** that generate important economic value to the society. These practices will have high service quality standards and will be technology-driven in implementing health systems and policies.



We are dedicated to continue innovation by further developing DoctorTool. We believe that in this highly regulated industry, collaboration is key to achieve meaningful impact. We aim to expand our cooperation with more stakeholders to strengthen the standardization of quality healthcare, sustainability programs, and tech innovations that benefit the society.

In spirit of the United Nation's “no one left behind”, we are truly honored to be on this remarkable journey for a healthier Indonesia.



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