



DoctorTool

IMPACT REPORT 2024

Notes on Abbreviations & 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, may be used interchangeably with JKN
Pcare/Vclaim	E-claim reporting applications developed by BPJS
Puskesmas	Community Health Centers, health clinics provided by the government
MoH	Ministry of Health
SATUSEHAT	A health information exchange and data analysis platform, part of the Digital Health Transformation Office, developed by MoH

Disclaimer

All data and information within this impact report are provided by DoctorTool. While we strive for accuracy and integrity in our reporting, DoctorTool does not warrant the completeness, reliability, or validity of this information. We advise readers to exercise their own due diligence and verification of the information provided herein.

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Founder's Message



**Rainaldo, Elisa Yoshigoe,
Septu Jamasoka**

Founders of DoctorTool

dr. Gatot Soetono

Advisor of DoctorTool

From DoctorTool's inception, our mission has been deeply rooted in the spirit of giving back to the community, inspired by the lifelong dedication of our Chief Medical Officer, Dr. Gatot Soetono. His journey, beginning in the stark healthcare inequalities of 1970s Papua, laid the foundational belief that equitable primary care is paramount for a healthier Indonesia. This profound "why" – ensuring no island or village is left behind in accessing quality health services – continues to be the very heartbeat of DoctorTool as we navigate the evolving healthcare landscape.

Today, Indonesia's healthcare system is undergoing a significant transformation, shifting from a reactive, clinic-centric model towards a more personalized and preventive approach that prioritizes care in the comfort of one's home. We recognize the ongoing challenges, from the persistent shortage and uneven distribution of medical professionals to the need for robust infrastructure development. It is in this dynamic environment that DoctorTool is actively building the "hospital without walls," leveraging cutting-edge technology to bridge the gap and deliver essential services directly to patients, especially in remote areas.

We are particularly excited by the transformative potential of Artificial Intelligence (AI) in healthcare. AI is pivotal in addressing Indonesia's doctor shortage and uneven distribution, enhancing efficiency by automating tasks like consultation summaries and medical notes. We are also integrating Internet of Medical Things (IoMT) for real-time patient monitoring. Our vast repository of over 10 million medical records is being transformed into a powerful Business Intelligence (BI) tool, extending its use to government health agencies for national disease pattern mapping, complementing existing initiatives with more comprehensive data. Collaborations, such as with IBM, are accelerating these crucial AI implementations.

Looking ahead, our short-term plans include establishing pilot "health posts" in remote villages, starting with Nusa Tenggara Timur. These kiosks, staffed by nurses or midwives, will be equipped with DoctorTool's technology to enable remote doctor consultations, directly addressing the challenge of equitable access to quality healthcare where doctors are scarce. This initiative directly embodies our vision: "equal access and equal quality healthcare," a commitment we believe AI will profoundly help us achieve for every Indonesian. We strive to continue building a robust, accessible, and technologically advanced primary care system that not only cures but proactively cares for the health of every Indonesian, cementing our role as a vital partner in the nation's journey towards comprehensive health equity.

About DoctorTool

DoctorTool is a healthtech startup that drives digital transformation for Indonesian healthcare providers, including Community Health Centers (Puskesmas), Clinics (Poliklinik), Private Practices, and Hospitals, through a high-impact digital ecosystem comprising AI-powered SaaS, a patient eHealth app, and IoMT (Internet of Medical Things).

Brief Company Info

Year Operating
2015

Business Model
B2B & B2C

Industry
Healthcare
Technology

Location
Jakarta, Indonesia
(HQ)

Stage
Pre-Series A

4

Accelerators
Joined

Project
NINJA

WingArc 1ST

Startup
Studio ID

X IBM



Achievements and Awards

3rd Place & Crowd Favorite

In Tech in Asia Startup Arena
Pitch Battle 2024

Top 3 Most Impactful Startups

in NINJA Accelerator Program 2023 by JICA

Top 10 Best Startups

in Startup Studio Indonesia x IBM 2024 by
Ministry of Communication and Digital

Top 10 Finalists

in APAC Region Bayer Foundation's
Women Empowerment Award 2024

History, Progress, and Future Plans

(Business Model, Product, Market)

2023



Expanding Reach

Signed MoUs to digitize healthcare in 1,008 facilities across 34 provinces by 2023.



Innovative Solution

Launched lightweight SaaS Mobile App and IoT Hub V2, with 306 devices sold and 2024 distribution planned.



Regional Summit

Highlighted at UBS Summit, Japan-ASEAN Fair, and NINJA Accelerator.

2024



Diversifying Revenue Streams

Shifted to new revenue stream including transaction based fee (AI tools) and partnerships with labs, clinics, and pharmaceuticals.



Strategic Partnerships

Partnered with **IBM** and **WingArc First** to develop AI-powered solutions and BI Platform.



Governance & Impact

Part of **MoH's Regulatory Sandbox**, initiating projects for medical check up for students in **University of Indonesia**.

2025



AI Initiatives

Deploys PoC for **AI** in clinical support, drug safety, and fraud prevention, enhancing efficiency, safety, and equal care.



New Revenue Streams

Co-creation with **IBM** and **WingArc1st** set to unlock revenue streams by 2025.



Funding & Impact Grant

Targeting impact grants and funding closure by mid-2025 to scale growth and social impact.

Addressed SDGs



Contact

ask@doctortool.id

1,990

Clinics Transformed
(As per Dec 2024)

13.2M+

Patients
Managed

16,458

Healthcare
Workforce

295

Cities reached in 36
Provinces in Indonesia

Executive Summary

DoctorTool is a health technology startup with a mission to make healthcare in Indonesia more accessible, efficient, and equitable for everyone in Indonesia—especially for those in vulnerable communities. Our approach is centered on building a connected digital health ecosystem that integrates patients, healthcare facilities, the National Health Insurance (BPJS), and the Ministry of Health.

By embedding efficient, integrated, user-friendly, data-driven technologies in healthcare facilities, we enable better clinical decision-making, smoother operational workflows, and ultimately stronger health outcomes. These contributions directly support the advancement of Indonesia's Universal Health Coverage (UHC) goals and align with the Sustainable Development Goals (SDGs), particularly SDG 3 (Good Health and Well-being), SDG 10 (Reduced Inequalities), and SDG 17 (Partnerships for the Goals).



What We Do



As we grow, our goal is to create long-lasting improvements in Indonesia's healthcare system. We help healthcare facilities manage and send patient data more efficiently and securely through interoperable systems that connect with national health platforms. We also promote digital literacy among patients, healthcare workers, and healthcare facilities' owners which enable them to better understand and fully benefit from the technology they use. At the same time, we provide policymakers with access to reliable and up-to-date data, helping them make smarter, more responsive decisions for public health.

In the long run, this means patients will be more empowered through access to their own health records, making it easier to receive personalized and preventive care. Meanwhile, doctors can benefit from data-driven insights that improve the accuracy of diagnoses and treatments. Healthcare facilities' owners will be able to manage their facilities more effectively with standardized operations and financial data, enabling them to scale with confidence. Furthermore, policymakers can design more targeted health programs and improve healthcare workforce planning, especially in underserved areas and vulnerable communities.

How We Measure Our Impact

Since 2023, we have been tracking our progress using clear and practical impact metrics. We monitor our reach by looking at how many patients we serve and how many of them visit healthcare facilities—particularly those using BPJS. We also assess quality and efficiency by examining the number of successful referrals from primary care to hospitals, increases in patient visits for health promotion and prevention, reductions in patient wait times for consultations and medications, as well as improvements in care coordination between facilities.

This 2024 Impact Report highlights our journey so far and our commitment to the future. It also shares our efforts to build a business rooted in responsible environmental, social, and governance (ESG) practices—because creating a healthier future means caring not only for patients, but also for the communities and systems that support them.

Impact in Numbers

1

PRIMARY METRICS

Indonesian Patients

COVERAGE

295

Cities and
regencies

COVERAGE

36

Provinces

Out of
38 provinces
in Indonesia

COVERAGE

13,275,371

Patients

through healthcare facilities connected to DoctorTool

(For comparison: Increase from **4,904,856** in December 2023)

COMPREHENSIVE SERVICE

667,206

Referrals to secondary care in 2024

through healthcare facilities connected to DoctorTool

(For comparison: Increase from **239,968** in December 2023)

PROMOTIVE/PREVENTIVE SERVICE

193,183

Healthy visits of BPJS participant
in 2nd semester 2024

through healthcare facilities connected to DoctorTool

(For comparison: Increase from **123,053** in 1st semester of 2024)

EFFICIENCY

1

Minute of medical document
preparation time

(For reference Ministry Of Health standard for hospitals:
maximum 10 minutes)

EFFICIENCY

34.67

Minute of average patient
queue waiting time

(For reference Ministry Of Health standard for hospitals:
maximum 60 minutes)

EFFICIENCY

19.35

Minute of average patient waiting
time for concocted medicine

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

EFFICIENCY

10.68

Minute of average patient waiting
time for non-concocted medicine

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

2

SECONDARY METRICS

Healthcare Facilities & Healthcare Workers

1,990

Healthcare facilities connected to DoctorTool

(For comparison: Increase from 1,008 in December 2023)

4,172,931

Prescriptions prescribed In 2024

through healthcare facilities connected to DoctorTool
(For comparison: Increase from 2,144,294 in December 2023)

10

Education seminars on EMR and
clinic accreditation in 2024

16,458

Healthcare workers Trained to use EMR

(For comparison: Increase from 8,434 in December 2023)

National Government

59

Clinic accreditation points scored
by using DoctorTool

(Out of 102 points)

15.23%

Of all clinics integrated to SATUSEHAT
comes from DoctorTool

5,693,373

Clinic visits of BPJS participants recorded in 2024
On the Pcare/Vclaim e-reporting system

(For comparison: Increase from 2,172,974 in December 2023)

100%

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

7,662,729

Medical records digitized from paper
by DoctorTool in 2024

(For comparison: Increase from 2,866,405 in December 2023)

10%

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

Other Internal Metrics

58,764

Installs of DoctorTool
Mobile App

38

Sets of IoT devices sold

(Total of 342 devices)

8,024

Registered doctors

Impact Highlights

DoctorTool's Theory of Change outlines how the organization drives impact in Indonesia's healthcare system through a structured pathway from **inputs, activities, outputs, outcomes**, and finally **impacts**. It begins with the core mission: to empower the sustainable health and well-being of vulnerable communities by building a high-impact digital health ecosystem.

This mission is supported by key **activities**, including commitment to digital transformation, the advancement of health technology, and the capacity building of healthcare providers. These efforts lead to tangible **outputs**, such as standardized healthcare facilities' operations that increase patient care results and reduce disparities in healthcare quality as well as workforce distribution. As **outcomes**, DoctorTool contributes to critical results like the optimization of Indonesia's Universal Health Coverage (UHC) system and the strengthening of primary care as a foundation for national health security.



Ultimately, these collective efforts contribute to the **impact** goal: broadening access to essential health services (aligned with SDG 3.8.1), and ensuring equitable access to quality healthcare in Indonesia.

Metrics are used throughout to monitor progress, including the number of patients served, visits to healthcare facilities by BPJS participants, quality improvements, and referral efficiency—offering measurable insight into the change DoctorTool is driving.

Activities - Significant Reach and Adoption



In 2024, DoctorTool deepened its commitment to digital health transformation by expanding system implementation across a broader network of healthcare facilities. These activities reflect technology and capacity building aspect of our Theory of Change, aimed at equipping healthcare providers with interoperable system that modernize and improve their operations through data-driven technology.

The number of connected healthcare facilities to DoctorTool—ranging from general practices to Community Health Centers (Puskesmas) and other healthcare facilities—nearly doubled, growing from 1,008 in 2023 to 1,990 in 2024. The number of patients served through these facilities also rose sharply, reaching 13.2 million, up from 4.9 million the previous year—demonstrating strong adoption across both providers and the communities they serve which also indicate growing public trust.

In parallel, visits to healthcare facilities by BPJS participants recorded through the Pcare/Vclaim e-reporting system surged from 2.1 million to over 5.6 million. DoctorTool has also successfully accelerated the digitization of health records, converting 7.6 million unique paper-based medical records into digital records—more than doubling the 2.8 million conversion of medical record achieved in December 2023. Together, these figures reflect DoctorTool's capacity to expand its reach while streamlining the healthcare processes and strengthening Indonesia's digital health infrastructure.

Outputs - Efficiency Gains and Workforce Empowerment

DoctorTool's efforts in 2024 delivered tangible improvements in facility-level service delivery outputs, particularly in optimizing patient flow and reducing wait times through standardized digital processes. By embedding our system across healthcare facilities, we enabled the real-time tracking of patient wait times. This is a crucial metric that supports healthcare facilities in identifying operational bottlenecks and improving service efficiency.

Currently, the average queue time per patient is 34.67 minutes, indicating opportunity for future improvement for healthcare facilities. The average waiting time for concocted medicines was cut by more than half, from 40.44 minutes in 2023 to 19.35 minutes in 2024. Similarly, for non-concocted medicines, the average dropped from 14.2 minutes in 2023 to 10.68 minutes in 2024. In total, the combined average wait time for all medications improved significantly, from 24.61 minutes in 2023 to just 13.29 minutes in 2024.



We also invested in workforce capacity building by training healthcare workers to use electronic medical records (EMR), improving both their digital literacy and their ability to deliver care. The number of healthcare workers trained to use EMR more than doubled, from 8,434 in December 2023 to 16,458, signaling a broader shift toward digital competency in healthcare facilities.

These advancements demonstrate how DoctorTool's digital systems are not only modernizing the operations in healthcare facilities but also directly enhancing patient experiences. By reducing delays and increasing predictability in service delivery, we are helping healthcare facilities provide more efficient and responsive care for the patients.

Outcomes - Shifting Behaviors and Strengthening Healthcare System

DoctorTool's impact extended beyond immediate operational outputs to broader systemic outcomes aligned with Indonesia's vision for universal health coverage (UHC). By expanding access to digital health services, we helped both patients and healthcare providers to better navigate an increasingly connected care system, laying the groundwork for a more resilient national health infrastructure.

A particularly meaningful outcome is the rise in preventive care visits, as reflected in the increase of "health visits" that cover routine checkups or health consultations made before worse symptoms appear. We recorded that health visits by BPJS participants in 2024 rose to 193,183 in the second semester, from 123,053 in the first half of the year. This shift signals a growing public awareness of the importance of maintaining health and proactive care.



At the same time, referrals to secondary care increased significantly, reaching 667,206 by the end of 2024. This is nearly triple the volume of the 239,968 referrals recorded in December 2023. This suggests improved patient flow, better detection of conditions needing higher-level care, and stronger documentation as well as continuity across the healthcare pathway. These outcomes mark progress toward a more proactive, integrated, and equitable health system, which is the key pillars of the impact envisioned in DoctorTool's Theory of Change.

Impact - Advancing Equitable and Data-Driven Healthcare

The collective achievements of 2024 marks more than operational success. They signify progress toward a fundamentally more equitable and data-driven healthcare ecosystem. By integrating digital tools into nearly 2,000 healthcare facilities and serving over 13 million patients, DoctorTool has demonstrated how technology can scale access without sacrificing quality. We have not only digitized millions of paper-based medical records but also empowered thousands of healthcare workers with the capacity to use data meaningfully in clinical decision-making.

Our technology is helping to close critical gaps in Indonesia's healthcare system by connecting fragmented services, reducing inefficiencies, and supporting better patient outcomes. We are strengthening the continuation of care across healthcare systems by streamlining referrals, encouraging preventive health behaviors, and equipping providers with real-time information.

In alignment with SDG 3 (Good Health and Well-being) and SDG 10 (Reduced Inequalities), our work helps ensure that every patient can access timely, efficient, and quality care. And by collaborating closely with healthcare facilities, policymakers, and national health platforms, we continue to build a growing and interoperable system that supports Indonesia's Universal Health Coverage ("UHC") goals.

Looking ahead, DoctorTool remains committed to deepening our impact through innovation, inclusion, and integrity. Our journey in 2024 reaffirms a simple truth: when the right tools are placed in the hands of those who care, systems transform—and lives do too. **Better healthcare starts with better data.**





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