



DoctorTool
IMPACT REPORT
2025

Better Health Together

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 Kesehatan	Badan Penyelenggara Jaminan Sosial / Social Security Administration, the governing body of JKN; may be used interchangeably with JKN
Pcare/Claim	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.

Table of Contents

Section 1	Founder's Message	1
Section 2	About DoctorTool	2
	Executive Summary	3
Section 3	Impact in Numbers	4
Section 4	Impact Highlights	6
Section 5	What's Next	9

Founder's Message

A Year of Resilience, Growth, and Sustainable Impacts



If 2024 was the year DoctorTool proved it could scale, 2025 was the year we learned what scale is for. We chose not to chase clinic counts. We went deeper into the part of the system that carries the most weight: the insured, public-facing care that most Indonesians actually rely on. The figure we are proudest of this year is not 2,479 facilities. It is that the BPJS patients under our care, representing our vulnerable reach, more than doubled to 5.7 million, and the visits we recorded for them on the national e-reporting system grew by more than half to 8.77 million.

"Reach was the story of 2024. Depth is the story of 2025, a healthier Indonesia is built not by reaching more clinics, but by making every clinic count for more."

That shift runs through every number in this report. We grew our footprint by a measured 25%, to 2,479 facilities across 325 cities and 37 provinces, while the patients moving through them, now more than 15 million, increasingly came from the public system we were built to serve. And the platform got better at what patients actually feel: combined medicine waiting time fell below ten minutes, faster than the Ministry of Health's own hospital benchmark, and 832,953 times this year a referral moved someone toward the specialist care they needed. We did not simply get bigger. The clinics we already had started doing more for the people in front of them.

This is the foundation for what comes next. Our archive of 11.8 million digitized records has stopped being storage and started becoming infrastructure: a business-intelligence layer we are extending to government health agencies to map disease patterns nationally, and the ground our 2026 AI tools will stand on. With partners such as IBM and Google, we are turning that data into consultation summaries, drug-safety checks, and fraud prevention that ease the load on a stretched workforce.

We want to be honest about the conditions we worked in. Enforcement of digital health regulation softened, and the funding climate for startups stayed tight. We treated that as a forcing function, not an excuse, and kept expanding our reach, strengthening our financial footing, and deepening what we contribute to Indonesia's healthcare ecosystem. Instead of relying on another round of venture capital, we diversified how we fund the mission, leaning into national and international grants. That decision carried us to our first profitability milestone, and it settled a question we had carried for years: impact and sustainability do not have to compete. They can grow on the same stem.

Over the year we secured six major grants and technology-support programs: from **DBS Foundation, UpLink by the World Economic Forum, Pikiran Terbaik Negeri by Yayasan BUMN, SheHacks by Indosat Ooredoo Hutchison, Google for Startups Accelerator Southeast Asia, and Semesta AI by Lintasarta and NVIDIA**. Each met us at a different stage of a life. SheHacks and Pikiran Terbaik Negeri strengthened our work in maternal and child health. The DBS Foundation and UpLink advanced healthy ageing and preventive care for older Indonesians. Our technology partners such as Google and NVIDIA helped us with technology behind AI clinical tools that go live in 2026. Together they back one conviction: good care, within reach, is what every healthier life is built on.

Earning that support in a hard year tells us something. It is one thing to raise money when capital is abundant; it is another to win it when it is scarce, from institutions that judge governance, execution, and measurable impact against global standards. The trust is a responsibility, and it points us at the same work in 2026: make every clinic count for more.

Rainaldo, Elisa Yoshigoe, and Septu Jamasoka
Co-Founders of DoctorTool

About DoctorTool


DoctorTool drives digital transformation for Indonesian healthcare providers Community Health Centers (Puskesmas), clinics, independent practices, and hospitals through an integrated ecosystem of AI-powered SaaS, a patient eHealth app, and IoMT (Internet of Medical Things).

In 2025 the company's center of gravity moved decisively toward public, insured care, embedding DoctorTool as the operating layer for the clinics that carry Indonesia's universal-coverage promise.

Brief Company Info


Year Operating	2015
Industry	Healthcare Technology
Business Model	B2B / B2G / B2C
Location	Jakarta, Indonesia (HQ)
Stage	Pre-Series A

DoctorTool at a Glance Dec 2025




15M+

Patients
Managed




2,479

Clinics
Transformed



325

Cities
reached



37

Provinces in
Indonesia

2025 Achievement & Awards

- 

DBS Foundation
Social Enterprise Grantee
- 

SheHacks by Indosat Ooredoo Hutchison
Top 1 MVP · IDR 75 M Grant
- 

Uplink by the World Economic Forum
Top Innovator · 3-yr program US\$38.5K Grant
- 

Semesta AI x NVIDIA
Top 10 Startups
- 

Google for Startups Accelerator SEA: Indonesia
Top 20 Startups · US\$200K Cloud Credits
- 

JICA NINJA Accelerator
Top 3 Impact Startups
- 

Startup Studio x IBM watsonx
Build Partner
- 

Ministry of Health Regulatory Sandbox
Supervised & Recommended Innovation
- 

Pikiran Terbaik Negeri by Yayasan BUMN
IDR 170 M Grant
- 

Ministry of Communication & Digital Affairs
AI Roadmap Contributor

Historical Milestones

- 20
23

Signed MoUs to digitize 1,008 facilities across 34 provinces; highlighted at regional summits (Japan-ASEAN, NINJA Accelerator)
- 20
24

Scaled to 1,990 facilities; partnered with IBM and WingArc1st on AI & BI; joined MoH Regulatory Sandbox
- 20
25

Reached 2,479 facilities and 15M+ patients; reached financial profitability; international impact-grant strategy

Addressed SDGs



Contact ask@doctortool.id

Executive Summary

Advancing Equitable Healthcare Across Every Stage of Life

In 2025, DoctorTool continued its mission to make healthcare more accessible, efficient, and equitable by equipping primary healthcare providers with integrated digital technologies that enhance the quality of care. Guided by the belief that strong primary healthcare is the foundation of a healthier nation, DoctorTool supports Indonesians throughout every stage of life: from maternal and newborn care, childhood immunizations, and chronic disease management to preventive screening and healthy ageing.

Despite regulatory shifts and a challenging investment environment, DoctorTool remained resilient and continued to grow to provide excellent services. This year reaffirmed that lasting impact is created when innovation solves real problems on the ground and delivers tangible value to healthcare providers, patients, and communities alike. More than improving healthcare today, DoctorTool is helping to build a stronger foundation for healthier lives across generations because we believe that **every Indonesian deserves the opportunity to live a healthy life in every life stages.**

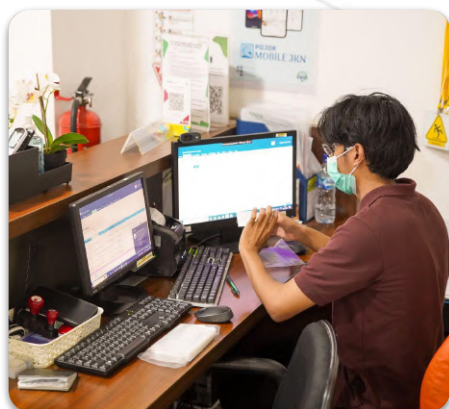
What We Do

DoctorTool is a digital health platform that connects clinics, public health centers, healthcare workers, BPJS Kesehatan, and government health systems through an integrated ecosystem. Our technology helps healthcare facilities digitize medical records, streamline workflows, improve clinical decision-making, and expand access to quality healthcare services.

We support healthcare across every stage of life. For mothers and newborns, Doctor Tool enables the monitoring of antenatal care, childbirth services, postnatal follow-ups, and immunizations. For children and adolescents, our platform supports vaccination tracking, growth monitoring, and preventive care. For adults, we facilitate diagnosis, treatment, referrals, and chronic disease management. For older populations, our digital tools support healthy ageing through screening and monitoring of chronic conditions, functional independence, and mental well-being. By strengthening primary health care, Doctor Tool helps create healthier lives across generations.



How We Measure Our Impact



Since 2023, DoctorTool has measured its impact through practical indicators that reflect how digital technology improves healthcare delivery. We track our reach through the number of healthcare facilities, healthcare workers, and patients supported by our platform. We also measure improvements in healthcare quality, accessibility, and efficiency through indicators such as patient waiting times, referrals, immunization monitoring, prescription management, and healthcare utilization. Together, these metrics help us understand how DoctorTool strengthens healthcare services across all stages of life from maternal and newborn health to healthy ageing.

This 2025 report highlights our progress toward building a more accessible, efficient, and equitable healthcare system while creating sustainable value for healthcare providers, patients, and communities.

Impact in Numbers

1 PRIMARY METRICS Indonesian Patients



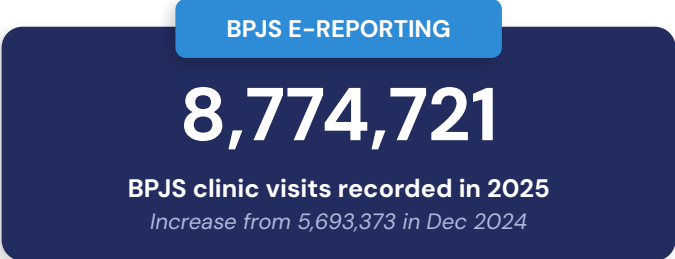
Figures as of December 2025 unless stated. Source: DoctorTool internal data (2023-2025 dataset).

2 SECONDARY METRICS

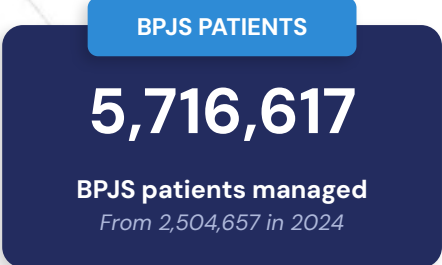
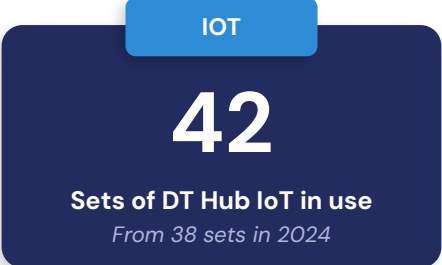
Healthcare Facilities & Health Workforce



National Government



Other Internal Metrics



Figures as of December 2025 unless stated. Source: DoctorTool internal data (2023-2025 dataset).

Impact Highlights

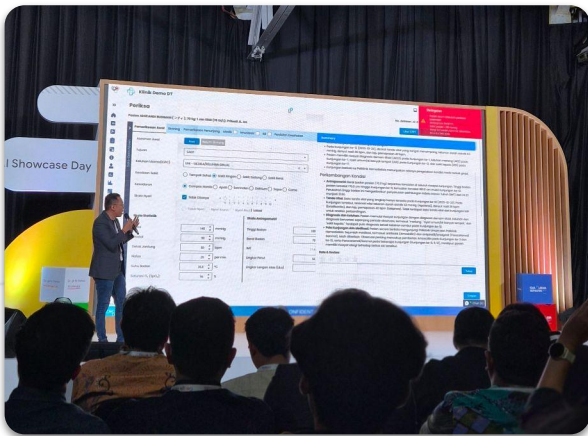
DoctorTool’s Theory of Change links digital innovation to better healthcare delivery and long-term health outcomes. To assess progress, we measure impact across five stages of change: **inputs, activities, outputs, outcomes**, and finally **impacts**.

In 2025, our **inputs** included diversified funding and strategic organizational capabilities that enable **key activities** such as digital innovation, healthcare worker trainings, and ecosystem collaboration. These efforts generated **outputs** including the increase of healthcare facilities reached, healthcare workers supported, and digital technologies deployed with improved efficiency. In turn, they contributed to **outcomes** such as better access, quality and continuity of care.

Ultimately, these efforts contribute to our **impact** goal of building a more accessible, equitable, and resilient healthcare system in Indonesia by expanding access to essential health services and supporting progress toward Universal Health Coverage (SDG 3.8). Through this work, DoctorTool also advances SDG 10 (Reduced Inequalities) and SDG 17 (Partnerships for the Goals), helping create healthier lives across generations.



Activities – Strengthening Healthcare Across the Life Cycle Through Innovation and Partnerships



Throughout 2025, DoctorTool focused on strengthening healthcare delivery across every stage of life through digital infrastructure, artificial intelligence, and ecosystem partnerships. From supporting safer pregnancies and healthier childhoods to enabling better management of chronic diseases and healthy ageing, our innovations are designed to strengthen primary healthcare where it matters most.

DoctorTool AI-powered clinical tools assist healthcare providers in reviewing patient histories, identifying medication risks, generating clinical summaries, and supporting clinical decision-making. These innovations reduce administrative burden and allow healthcare professionals to spend more time focusing on patient care.

By automating medical history reviews, DoctorTool returns approximately 30% of consultation time to the doctor-patient relationship, helping improve both care quality and healthcare worker productivity. Built on Google Cloud infrastructure, this milestone marks DoctorTool’s transition toward an AI-first health ecosystem.

DoctorTool also expanded its Internet of Medical Things (IoMT) network, deploying 42 DoctorTool Hub units across 13 cities in Indonesia. Through support from Pikiran Terbaik Negeri, 12 diagnostic hubs were installed across four community health centers in East Manggarai, East Nusa Tenggara, accompanied by training for 42 healthcare workers and community health cadres. These initiatives help bring quality healthcare services closer to underserved communities while strengthening local capacity for preventive and diagnostic care.

For maternal and child health, DoctorTool implemented a digital transformation program in Karawang, West Java, supported by SheHacks. The initiative trained 41 midwives and supported the adoption of Electronic Medical Records (EMR) across 22 private midwifery practices. Implemented in a region facing elevated stunting challenges, the program strengthened healthcare workers' ability to monitor maternal and child health, identify risks earlier, and improve continuity of care during the most critical stages of newborns development.



Alongside technology deployment, DoctorTool strengthened healthcare supply chains through partnerships that connect clinics with medicine and vaccine suppliers while enabling more efficient inventory planning through IoT-based analytics for smarter inventory planning. These efforts help ensure that healthcare facilities remain equipped to provide timely and continuous care from infant immunizations and maternal services to chronic disease management and elderly care.

Outputs – Expanding Digital Healthcare Infrastructure and Service Deliver

The investments made throughout 2025 translated into significant growth in DoctorTool's healthcare ecosystem and digital infrastructure footprint. This expansion reflects increasing trust among healthcare providers and demonstrates the scalability of DoctorTool's model across diverse healthcare settings.

A total of 2,479 healthcare facilities were registered on the platform, increasing from 1,990 facilities in 2024. Of these, 1,435 facilities actively used DoctorTool, including 1,240 facilities integrated with BPJS Kesehatan services. Adoption among public health centers also increased to 168 Puskesmas, up from 141 in the previous year. The platform's reach now spans 325 cities across 37 provinces, extending digital healthcare capabilities to communities across Indonesia.

As adoption expanded, DoctorTool supported more efficient and connected healthcare delivery. Medication waiting times decreased from approximately 13 minutes in 2024 to 10 minutes in 2025, while waiting times for compounded prescriptions fell from 19 minutes to 10 minutes. These improvements helped healthcare providers serve patients more efficiently while maintaining compliance with national service standards.



Healthcare utilization also continued to grow. Referrals to secondary care increased from 667,206 to 832,953 referrals, reflecting stronger patient assessment and care coordination. Preventive healthcare services expanded as immunization monitoring increased from 35,762 to 43,426 cases, while clinics issued more than 6.2 million prescriptions in 2025, increasing from 4.2 million in the previous year, indicating improved access to medicines and healthcare services.

Meanwhile, the number of digitized medical records increased from 7.7 million to 11.8 million records, creating one of Indonesia's largest primary healthcare datasets. This growing digital infrastructure strengthens continuity of care, supports better-informed clinical decisions, and provides a stronger foundation for evidence-based health system planning.

Outcomes – Strengthening Access, Quality and Continuity of Care

The expansion of Doctor Tools digital ecosystem has contributed to meaningful improvements in how healthcare is delivered across Indonesia. By enabling healthcare providers to work more efficiently and access better information, Doctor Tool helps strengthen the quality, accessibility, and continuity of care at the primary healthcare level. The adoption of digital records and AI-enabled tools also supports more informed clinical decision-making, helping healthcare providers identify risks earlier, improve care coordination, and reduce the likelihood of errors or missed information.



As DoctorTool’s footprint expands across healthcare facilities, more patients can access standardized and digitally enabled healthcare services closer to where they live. This contributes to reducing disparities in healthcare access between urban and rural communities while strengthening the foundation of primary healthcare services that support Indonesians throughout every stage of life.

At the system level, the increasing availability of structured health data supports stronger clinical insights, operational planning, and evidence-based decision-making. This enables healthcare facilities and stakeholders to better understand the population’s health needs while contributing to a more responsive and resilient healthcare system.

Impact – Supporting Healthier Lives from the First Heartbeat to Healthy Ageing

Behind every statistic is a person, a family, and a healthcare journey. DoctorTool’s impact is measured not only by technology adoption, but by how stronger primary healthcare improves lives across generations. From maternal and newborn care to childhood immunization, chronic disease management, and healthy dignified ageing, DoctorTool helps healthcare providers deliver timelier, coordinated, and data-driven care across every stage of life. Through its digital ecosystem, healthcare workers are also better equipped to identify risks earlier, improve continuity of care, and support healthier outcomes for patients and families.

Together, these improvements contribute to a more accessible, equitable, and resilient healthcare system. Beyond healthcare facilities, DoctorTool’s impact helps build healthier families, stronger communities, and a stronger foundation for future generations.



What's Next

Future Milestones – Scaling Impact in Indonesia and Beyond

Building on the foundations established in 2025, DoctorTool is preparing to scale its impact through new technologies, partnerships, and business models that will strengthen healthcare access and quality across Indonesia and beyond.

Looking ahead, DoctorTool will focus on five strategic priorities that deepen impact while strengthening long-term sustainability:

- 1

AI-powered clinical decision support, with the goal of reaching 1.9 million patients through AI-assisted healthcare services. Supported by DBS Foundation,, this initiative will help healthcare providers make faster and more informed clinical decisions while reducing administrative burden.
- 2

Expanding internationally while preparing for Series A readiness. Through opportunities such as UN Women Korea Impact Studio and SelectUSA, DoctorTool is exploring pathways to bring its integrated healthcare model to new markets while continuing to attract mission-aligned partners and investors.
- 3

Launching integrated payment services within the DoctorTool platform. By simplifying financial transactions for clinics and patients while creating new revenue streams, DoctorTool aims to strengthen both user experience and business sustainability.
- 4

Establishing a clinic supply marketplace that enables healthcare facilities to procure medicines, medical supplies, and health consumables more efficiently and affordably. This initiative responds directly to the operational challenges faced by healthcare providers and strengthens the broader healthcare ecosystem.
- 5

Supporting internet infrastructure access for underserved clinics. Connectivity gaps have been the challenges on SaaS adoption in underserved clinics. Digital healthcare can only create impact when healthcare facilities are connected, and improving connectivity remains essential for extending healthcare innovation to communities that have historically been left behind.



As Indonesia moves toward an ageing society and faces increasingly complex healthcare needs, DoctorTool remains committed to strengthening healthcare across every stage of life from maternal and child health to chronic disease management and healthy ageing. Supported by our partners and donors, we are transforming healthcare delivery at scale. **Together, we are reshaping what equitable healthcare can and should look like for Indonesia and beyond.**

2025 Highlights: Empowering Care Through Global Support

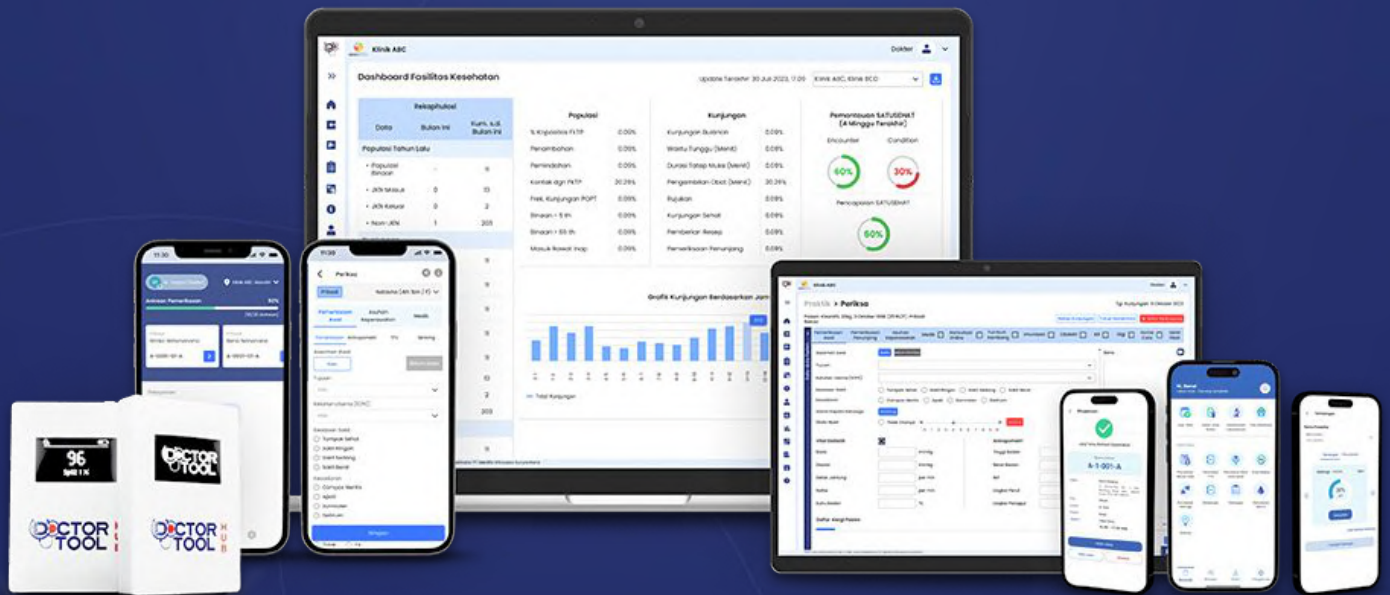
From award-winning recognition to collaborative ecosystem success





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*Equal access and quality health care for every Indonesian, **from Aceh to Papua.***

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