

Certificate

The certification body of TÜV NORD CERT GmbH hereby confirms in accordance with § 5 para. 2 lit. a) annex 31b to the Federal Umbrella Agreement-Doctors (Bundesmantelvertrag-Ärzte – BMV-Ä) and as a result of the certification decision on 2025-12-11 to the video service provider

Doctolib GmbH
Mehringdamm 51
10961 Berlin, Germany

the conformity of the technical procedure for the video consultation

Doctolib Videosprechstunde

to the requirements for information technology security pursuant to § 2 para. 1 to 5 of annex 31b to the Federal Umbrella Agreement-Doctors (BMV-Ä) in conjunction with the “Agreement on the requirements for the technical procedures for video consultation pursuant to § 365 para. 1 SGB V of 21 October 2016 as amended on 04 December 2024“.

The certification was carried out on the basis of DIN EN ISO/IEC 17065, the certification scheme “Trusted Site Video Consultation of the Certification Body of TÜV NORD CERT GmbH”, version 4.4 as of 2024-02-08 as well as the evaluation basis “Criteria Catalogue Trusted Site Video Consultation”, version 4.4 as of 2023-08-03.

The appendix is part of the certificate with the ID 5723.25 and consists of one page.

Certificate ID: 5723.25

valid from 2025-12-11 until 2028-12-11

To Certificate



Essen, 2025-12-11

Certification Body of TÜV NORD CERT GmbH

TÜV NORD CERT GmbH
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tuev-nord-cert.com

TÜV®



Certification target

Video consultations are basically defined as synchronous communication between a doctor and a patient known to him, via the technical equipment available to the patient (peer-to-peer), if necessary with assistance, e.g. by a reference person, in the sense of an online video consultation in real time, which the doctor can offer the patient.

The certification target in terms of the technical procedure for video consultation according to Annex 31b to the Bundesmantelvertrag-Ärzte (BMV-Ä) is:

- Doctolib Videosprechstunde

It consists of the telemedical function: implementation of online video consultations. The evaluation covers the certification target, the conduction of the video consultation (medical consultation) and its termination.

Not part of the certification target to be considered are:

- All functions and data processing that are not part of the telemedical, synchronous peer-to-peer communication of the online video consultation service.
- Additional functions of the Doctolib applications, such as the Doctolib desktop application for doctors, communication outside the encrypted peer-to-peer connection of the video service, administration for managing doctors and patients, and the exchange of documents via the external service provider Tanker.

The operator of Doctolib Videosprechstunde is the company:

- Doctolib GmbH, Mehringdamm 51, 10961 Berlin, Germany

and its branches:

- no branches