



PRESS RELEASE

Luxembourg, 19 March 2020

Doctena opens up telemedicine appointments

The medical scheduling app and website is launching remote video consultation.

After having digitalized the medical booking process in Luxembourg, Doctena now also offers doctors and patients to enable video appointments. These consultations are being reimbursed by the National Health Fund.

‘During these times of strict confinement, teleconsultation can and will save lives’ declares Patrick Kersten, CEO & co-founder at Doctena. Being able to have a shared screen discussion – via smartphone or on a desktop computer – has become the norm for many people.

The usage is very simple for both the patient and the physician. When booking his appointment, the patient can specifically choose a video consultation instead of a classical visit. The confirmation email of the appointment does hold a special link. A simple click at the agreed date and time will give access to a safe and secure video channel, a virtual consultation room only accessible at that agreed moment by both the patient and the physician.

The doctors that contributed to the beta testing are unanimous about the importance of the tool, especially with regard to current circumstances. ‘It is important that telephone consultation is now allowed. When doing a diagnostic, video certainly is of great advantage. A very relevant tool’ says a general practitioner whilst that tested the video appointment module of Doctena.

Let’s point out that video appointments cancel the risk of sharing space with potentially infected patients in a crowded waiting room.

The patients that are confined at home, are as of now able to consult a physician in a safe and secure way. ‘We are confident that within days 10% of doctors in Luxembourg will offer video appointments’ says Patrick Kersten.

The necessary connectivity for teleconsultations is provided in partnership with POST Luxembourg, which, as a supplier of the Healthnet network, has strong expertise in this field. Cliff Konsbruck, Director of POST Telecom is delighted to be involved in this innovative project: "Our aim is to provide an optimal connectivity and to offer priority technical assistance to doctors".

Doctena is a Luxembourg base start-up launched in 2013 operating medical scheduling platforms in the Benelux, Germany as well as Austria and Switzerland. Used by over 10.000 medical staff, the platform does register 1,5 million appointment scheduled every month.