

Data protection information for Doctolib

For optimal appointment management, we use the appointment management system from Doctolib. Doctolib offers us on the one hand a modern appointment management system and on the other hand our patients the opportunity to make appointments online on the Page: <https://www.doctolib.de>. The Doctolib GmbH (Mehringdamm 51, 10961 Berlin) will work for us as a processor.

We use the Doctolib appointment management software for all our patients (regardless of whether the patient has a Doctolib user account for online booking or not) in order to manage appointments uniformly. Doctolib processes all data in accordance with all applicable data protection regulations and applies the highest safety standards. For the appointment, the following data will be entered into the Doctolib appointment management system: surname, first name, date of birth, address, telephone number, e-mail, address, family doctor, health insurance status, referring doctor, reason for visit and appointment history.

Your data will be collected for the purposes of appointment management, as was the case with us so far. The legal basis for the processing of your data by us is Art. 6 I b) GDPR (the processing order that you give us), Art. 6 I a) GDPR (consent for appointment reminders by SMS and e-mail) and Art. 9 II h) GDPR (the purposes of health care). Doctolib then acts as our processor (Art. 28 GDPR). Doctolib does not forward the data to commercial providers. Doctolib is contractually based on the confidentiality in accordance with §§ 203, 204 StGB. A release from the duty of confidentiality is not required.

Special features of online booking

A Doctolib user account is required for online appointment booking, for which the data protection information is mandatory, which are available on the website [doctolib.de](https://www.doctolib.de). To create a Doctolib user account, the Doctolib GmbH (Mehringdamm 51, 10961 Berlin) is responsible for data processing. To reduce missed appointments, a SMS and/or e-mail will be sent to you via the Doctolib calendar system. Your appointment is reminded if you have booked your appointment online. If you no longer want to receive those reminders let us know at any time and we will deactivate the reminders again.

Consent to appointment reminders and recalls via SMS and/or e-mail

In order to reduce missed appointments, we would like to inform you even if you do not have a Doctolib user account, through the Doctolib Calendar System by SMS and e-mail to remind you of your appointment.

Please confirm with your signature that you agree to this. If you no longer wish to receive reminders, please let us know at any time and we will deactivate the reminders again.

- Yes, I would like to receive appointment reminders.
- No, I do not want to receive appointment reminders.

I would like to participate in check-ups as well as agreed or medically necessary treatment appointments (so-called recalls) and I am ready to participate in a reorder system (so-called recalls). If I no longer wish to do so, I can revoke my consent at any time.

- Yes, I want to receive recalls.
- No, I don't want to receive recalls.

Date: _____

Name: _____

Signature: _____