

# Certificate

The certification body of TÜV Informationstechnik 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 2023-06-15 to the video service provider

Certificate validity:  
2023-03-24 – 2026-03-24

**Platform24 Healthcare AB**  
**Västra Järnvägsgatan 7**  
**11164 Stockholm, Sweden**

the conformity of the technical procedure for video consultation

## Videosprechstunde Platform24 (Version 4.8)

to the requirements for information technology security pursuant to § 2 para. 2 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 19. December 2022”.

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 Informationstechnik GmbH”, version 4.2 as of 2023-02-01 as well as the evaluation basis “Criteria Catalogue Trusted Site Video Consultation”, version 2.2 as of 2022-03-11.

The appendix is part of the certificate with the ID 5709.23 and consists of 2 page.

Essen, 2023-06-15

Dr. Christoph Sutter, Head of Certification Body

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To Certificate



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## 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)

- Videosprechstunde Platform24 (Version 4.8)

consists of the following components:

- Telemedizinische Funktion der Platform24 Webanwendung für Patienten (Version 1.105.0 (1))
- Telemedizinische Funktion der Clinic24 Webanwendung für Ärzte (Version 4.73.0)
- The components of the on-premise Jitsi video conferencing platform (version 6726-1) required for the operation of the video consultation platform24

In order for the certification target to implement the functionality of a video consultation as defined by the KBV, Platform24 uses the open-source video conferencing software Jitsi, which is operated by Platform24 Healthcare AB itself.

Furthermore, the following components are necessary for the operation of the certification target but are not part of it:

- The video conferencing platform Jitsi (with the exception of the components operated on-premise by the customer Platform24 and considered in the evaluation)
- Manage24 web application for administrators
- KeyCloak Identity Provider

The certification target is the telemedical function of the Platform24 video consultation (implementation of online video consultations). The evaluation covers the certification target, the conduction of the video consultation (medical consultation) and its termination.

The initial contact between patient and doctor takes place in the form of a chat within the application. In this chat, only the doctor has the possibility to start an audio or video call.

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.

- Further functions of the Platform24 applications such as the chat function between doctor and patient, the administration for the management of doctors and patients as well as the KeyCloak Identity Provider, which takes over the authentication of the users.

According to the current definition of the video consultation service, the functions mentioned as examples are not a core component of the video consultation service in real time within the framework of synchronous peer-to-peer communication and are therefore not part of the certification target. A separate information security assessment of the entire Platform24 web applications (Platform24 and Clinic24) is not carried out as part of the evaluation.

The operator of Videosprechstunde Platform24 (Version 4.8) is the company:

- Platform24 Healthcare AB in 11164 Stockholm, Västra Järnvägsgatan 7, Sweden

and its branches:

- No branchers