

# **Global Online Doctor Consultation Market - 2025-2033**

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## **Abstracts**

Overview

The global online doctor consultation market reached US\$ 12.05 billion in 2024 and is expected to reach US\$ 47.29 billion by 2033, growing at a CAGR of 15.4 % during the forecast period of 2025-2033.

Online medical consultation involves healthcare professionals delivering health services through digital technology to diagnose, treat, and prevent diseases or injuries. This approach enables patients to obtain medical advice and care from a distance, eliminating geographical obstacles and improving accessibility. It is especially advantageous for those who encounter difficulties accessing conventional in-person consultations, thereby serving as an important aspect of contemporary healthcare delivery.

Market Dynamics: Drivers & Restraints

Increasing Adoption of Telemedicine

The increasing adoption of telemedicine is expected to drive the market growth during the forecast period. The growing adoption and use of telemedicine services, particularly video consultations, is a significant factor driving the development of the online doctor consultation market. Video consultations break down geographical limitations, enable immediate access to doctors during emergencies, and provide patients with a convenient and cost-effective way to receive medical care.

The growing acceptance of telemedicine is profoundly changing the healthcare landscape, especially in the area of online doctor consultations. This transformation is fueled by various factors that improve accessibility and convenience for patients.



Moreover, major players in the market are focusing more on online medical services and technological advancements that would propel this market growth. For instance, in March 2022, the Chennai-based healthcare consultation platform, HealthUno, aims to capture a 25% market share in India by 2025. Since its launch in 2021, HealthUno has onboarded 600 doctors and facilitates 1,500 online consultations each day. The platform plans to expand its network of doctors to 5,000 within the next three years.

#### Data Security and Privacy Issues

Data security and privacy concerns are among the most significant restraints impacting the growth and trustworthiness of the global online doctor consultation market. These platforms handle vast amounts of highly sensitive personal and medical data, including patients' names, contact information, medical histories, diagnostic reports, and financial details such as insurance and payment information.

The sensitive nature of this data makes online health platforms prime targets for cyberattacks. Breaches, such as unauthorized access, data leaks, or ransomware attacks, can not only cause significant harm to individuals but also damage the credibility of the service provider and the digital healthcare ecosystem as a whole. Thus, the above factors could be limiting the global online doctor consultation market's potential growth.

#### Segment Analysis

The global online doctor consultation market is segmented based on platform, delivery mode, indication, and region.

#### Platform:

The mobile applications segment in the platform is expected to dominate the global online doctor consultation market with the highest market share

This growth is fueled by the rising demand for convenient and accessible healthcare solutions provided through mobile applications. These applications enable patients to participate in real-time video consultations with healthcare providers. They are especially favored for their capacity to promote effective communication and visual evaluations, thereby improving the overall quality of care.



Some platforms provide asynchronous communication features, enabling patients to send messages or inquiries to healthcare providers and receive replies at their convenience. These applications integrate multiple services, such as appointment scheduling, prescription management, and health tracking, offering users a holistic healthcare experience. Some mobile applications specialize in particular medical areas, such as mental health, dermatology, or chronic disease management, addressing the specific needs of patients.

Moreover, key players in the industry are more focused on innovations in healthcare services and healthcare specialist technological advancements that would drive this segment's growth in the market. For instance, on National Doctors' Day in July 2023, JB Pharma launched JB NEXT, a mobile application designed for doctors and post-graduate medical students in India. The app features a variety of tools specifically tailored to their needs. Available on both Android and iOS devices, the JB NEXT app provides access to the latest advancements, treatment protocols, and emerging trends in medical practice through articles, news updates, case studies, and videos.

Similarly, in May 2022, China Mobile Hong Kong (CMHK) unveiled 'Dr. HK' an online doctor consultation and medical app that provides comprehensive online and offline services. The app features electronic health records, the ability to make online appointments for outpatient clinics, video consultations, and medicine delivery.

Also, in November 2022, Amazon introduced a message-based virtual health service called Amazon Clinic, just over two months after discontinuing its primary care service, Amazon Care. These factors have solidified the segment's position in the global online doctor consultation market.

#### Geographical Analysis

North America is expected to hold a significant position in the global online doctor consultation market with the highest market share

The rising prevalence of chronic diseases, supportive government initiatives, and increasing adoption of telemedicine these factors that would propel this market growth in this region.

The increasing acceptance and use of telemedicine services, particularly video consultations, is a significant factor driving market growth in North America. Video consultations remove geographical obstacles, ensure immediate access to doctors



during emergencies, and provide patients with convenience and cost-effectiveness.

Moreover, a major number of key players' presence, well-advanced healthcare infrastructure, and innovative launches help to drive this market growth. For instance, in January 2023, Teladoc Health launched a fully integrated healthcare experience through a new comprehensive digital application. This app enables personalized wholeperson care by allowing consumers to seamlessly access Teladoc Health's complete range of services, including primary care, mental health, and chronic condition management, all from one place and under a single portable account.

Also, in July 2024, My American Doctor, a teleconsultation service featuring over 50 specialist and super-specialist doctors from the United States, has officially launched its services in Hyderabad, India. This initiative was spearheaded by a collective of American doctors of Indian descent, aiming to provide accessible healthcare solutions to Indian patients. Thus, the above factors are consolidating the region's position as a dominant force in the global online doctor consultation market.

#### Competitive Landscape

The major global players in the online doctor consultation market include Teladoc Health, Inc., PlushCare, BetterHelp, Sesame, Inc., HealthTap, Inc., American Well, Practo, Babylon Healthcare Services Ltd, Doctor On Demand, and MyUSADr, among others.

#### Key Developments

In March 2024, a Kashmir-based physician and prominent health columnist launched a free online consultation initiative to address patient inquiries and provide guidance for effective treatment of their health issues.

In March 2023, Nexia Wellness, a popular online platform developed by Yo! Coach that connects individuals with certified health and wellness practitioners. It aims to provide an easy and accessible way for users to access a variety of wellness services, including counseling, fitness coaching, nutrition coaching, and therapy. The platform offers a convenient and user-friendly way for people to find and engage with qualified health and wellness professionals to improve their overall well-being.

In December 2022, Doctor Anywhere (DA), a tech-driven healthcare company



based in Singapore, announced its acquisition of Asian Healthcare Specialists, a Catalist-listed integrated healthcare provider in Singapore.

In October 2022, Population Services International (PSI) launched a new digital health service in Vietnam aimed at assisting individuals in low-income communities in making informed health decisions and effectively navigating the healthcare system. In collaboration with Babylon, the service will provide free 24/7 access to a platform named AI OI in the Bac Ninh province and the Hanoi Capital City, which together have a population of 9.4 million.

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The global online doctor consultation market report delivers a detailed analysis with 62 key tables, more than 52 visually impactful figures, and 176 pages of expert insights, providing a complete view of the market landscape.

Target Audience 2024

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