



Quality & Trust at Wellster Healthtech

Digital healthcare requires responsibility. Made in Germany.

At Wellster, this means medically sound treatments, strict data protection standards, and transparent processes - developed in Germany and responsibly implemented within a regulated European framework. Our processes combine digital innovation with the highest medical quality, scientific evidence, and strict compliance with European and German legal standards.

1. Medical Quality with a European Foundation & Medical Advisory Board

Our medical services are provided by qualified physicians who operate either in Germany or through our partner structure in Ireland.

- **EU-licensed physicians:** All treatments are carried out exclusively by physicians licensed within the European Union. Their decisions are based on current evidence-based medical guidelines, consistently applied within a telemedicine setting.
- **Oversight by a German Medical Advisory Board:** Medical quality assurance is overseen by an independent Medical Advisory Board based in Germany. The board includes leading experts from clinical practice and research.
- **Independent physician compensation:** Physicians are compensated entirely independently of treatment outcomes or prescription issuance. This consistently eliminates financial conflicts of interest, in clear contrast to providers whose compensation is often tied directly to a prescription being issued.

2. A Holistic Treatment Approach

Wellster differentiates itself through quality by offering more than just prescriptions; it follows a comprehensive, patient-centered treatment model.

- **Complementary measures & Digital Health Applications (DiGAs):** Treatment combines medication, medical supervision, and nutritional counseling. Patients are also offered lifestyle-changing interventions through reimbursable Digital Health Applications (DiGAs).
- **Medical “emergency brake” instead of profit maximization:** Treatment progress is monitored through milestone-based reviews. Clear medical discontinuation criteria apply. For example, if obesity patients lose less than 5% of their body weight after 180 days (6 months), treatment is responsibly discontinued.

3. Quality Management, Patient Safety & AI Ethics

Every treatment decision is based on physician accountability and an individual case-by-case assessment. Intelligent automation and artificial intelligence are deployed under strict governance:



- **Clear ethical boundaries for AI use:** At Wellster, medical decision-making is exclusively reserved for physicians. AI and advanced photo forensics are used solely to enhance safety through plausibility checks.
- **Rigorous indication review:** Automated systems assess patient inputs for inconsistencies and immediately block the process if contraindications are identified or medical guideline requirements are not met (e.g., BMI thresholds).
- **Identity verification & drug abuse prevention:** Mandatory ID verification reliably prevents access by minors. Suspicious questionnaire behavior (e.g., repeatedly navigating back through answers) is flagged as a potential manipulation attempt and escalated for manual review.

4. Clear Provider Structure & Combating the Grey Market

Wellster leverages the European regulatory framework to operate a scalable, compliant infrastructure while taking responsibility for the broader digital healthcare sector.

- **Integrated infrastructure:** Medical services are provided through DHMS, Wellster's Irish subsidiary. Medication fulfillment is carried out through certified partner mail-order pharmacies and local pharmacies in compliance with stringent EU regulations, including the EU Falsified Medicines Directive (2011/62/EU).
- **Responsibility for the industry:** Business models that function as mere “prescription machines” without sufficient medical assessment put patients at risk and undermine trust in digital healthcare as a whole. Wellster sets a clear counterstandard through safe, guideline-based telemedicine with genuine medical review. The company also takes legal action against grey-market providers where necessary and actively advocates for clear regulatory frameworks to better protect patients from unsafe and non-credible healthcare offerings.

5. Data Protection & IT Security

Health data requires the highest level of protection. Wellster operates in full compliance with the GDPR.

- **Data hosting in Germany / the EU:** All sensitive medical data is processed and stored on European servers (GCP-hosted database infrastructure).
- **Technical security & access management:** Access to patient data is strictly role-based. The infrastructure is protected through multi-factor authentication (MFA), encryption (AES-256 at rest and in transit), and comprehensive secret management practices.



6. Certifications & Scientific Evidence

Wellster substantiates its commitment to quality through independent audits and scientific research.

- **Clinical studies & real-world evidence:** Wellster collaborates closely with leading universities (including Ludwig Maximilian University of Munich and University of Freiburg). Its proprietary database of more than 80 million anonymized data points enables pioneering research into telemedical care delivery.
- **TÜV certification & external audits:** Compliance with the highest standards is demonstrated through regular external audits and certifications, including TÜV certification.

