

# Infermedica for candidates

Everything you need to know  
before joining Infermedica



## INTRO

# Thank you for your interest in Infermedica!

We're a unique group of people passionate about redesigning healthcare for millions of people on the Planet.

In the following pages you will find several things you should know about Infermedica and our team. I trust this book will help you make an informed decision, and we will start working together soon.



Best,  
**Piotr Orzechowski**  
CEO





# Infermedica in a nutshell

Company | Solutions | Technologies



# We're on a mission to make healthcare accessible, affordable, and convenient by automating primary care, from symptom to outcome.

Our multi-disciplinary team is building a B2B Medical Guidance Platform ([45-second platform explainer](#)) that consists of a series of connected user-facing modules built on a common intelligent core, which supports patients and clinicians to make healthcare decisions with confidence.

Our business model is focused on B2B partnerships.

Learn more about us at [infermedica.com/platform](https://infermedica.com/platform)



Check how our solutions served **PZU Zdrowie** (the largest private healthcare provider in Poland), **Médis** (the most recognized health insurer in Portugal) or **Diagnostikare** (a digital healthcare provider in Mexico) → [Case studies](#)





## People

**220+**  
employees

**2012**  
year of founding

**2 offices**  
Wrocław (PL) and Denver (USA)

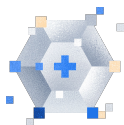


## Clients

**90+**  
clients

**30+**  
countries

**80/100**  
client's NPS\* score



## Solutions

**1**  
platform

**3**  
products

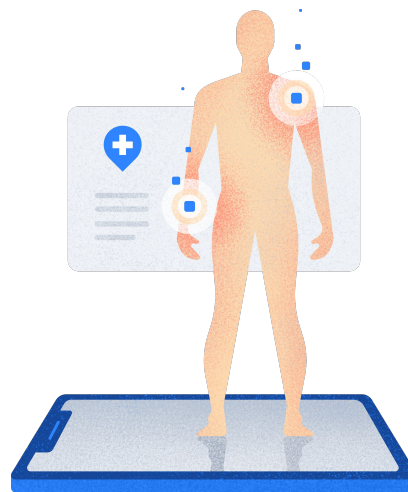
**10 million**  
solution users

\*Net Promoter Score (NPS) is a customer loyalty and satisfaction measurement taken from asking customers how likely they are to recommend your product or service to others on a scale of 0-10.



# Infermedica started off with a symptom checker, which helped multiple companies guide their patients to the right care.

Today we are in the process of creating a platform of complementary solutions for symptom analysis, triage, patient intake, and more. The core of our platform is the medical knowledge base – AI-based technology linking symptoms with conditions.



## Our platform

[Infermedica](#)



## Our B2B solutions:

[Triage](#)

[Intake](#)

[Infermedica API](#)



## Our B2C solution:

[Symptomate](#) (use it to check the capabilities of our technology)



# Our AI-powered interview is what sets us apart.


It empowers patients to check their health for themselves and their close ones.


It is created with a patient-centric approach.

It learns about patients' health through a dynamic interview generated by AI.

It presents a list of possible conditions and triage levels and directs patients to the proper care.

Who is this question for?

 Myself

 Someone else

< Back

+ Symptom Checker

5/6: Symptoms

**Add your symptoms**

Add as many symptoms as you can for the most accurate results.

Earache x Discharge from ear x

Decreased hearing x

+ Add symptom

< Back Next

Please check all the statements below that apply to them.

They were born premature, i.e., before 37th week of pregnancy

☐ Yes

☒ No

☐ Don't know

Their birth weight was less than 2500 g or 5lb 8oz

☐ Yes


☒ No

☐ Don't know

They are formula fed

☐ Yes

☐ No

 24

Recommendation

**See a doctor within 24 hours**


Their symptoms may require prompt medical evaluation. If their symptoms suddenly worsen, they should go to the nearest emergency department.

Alarming symptoms:

- Pain when pressing abdomen
- Pain when pressing lower part of abdomen
- Pain while urinating

**Results**

Please note that the list below may not be complete and is provided solely for informational purposes and is not a qualified medical opinion.

 Bladder infection

Moderate evidence



# We work with modern technologies and approaches that make our solutions reliable, accurate, and fast.

Here's what we use to make it happen:



## Reliable medical sources

Our medical team is deeply rooted in evidence-based medicine and relies on respected, proven, and reliable sources like well-established medical journals and publications from specialized organizations operating globally.

[→ More info](#)



## Medical knowledge base

We built a complex library of medical concepts representing various conditions, symptoms, and their relationships. It contains over 740 conditions, almost twice as many symptoms, and a compound network of risk factors.

[→ More info](#)



## Inference engine

Patient medical data is analyzed with the advanced multilayer AI system based on probabilistic modeling of medical knowledge and inference methods and backed with NLP.

[→ More info](#)



## Solution development

Our solutions are made with Python/Django on the backend and JS/Vue.js on the frontend. We also use cloud and CI/CD solutions to ensure smooth performance of our infrastructure.

[→ More info](#)



## Quality assurance

Our solutions are the product of thorough testing processes, which earned us ISO and Medical Device certificates. We do our best to stand out for clinical safety, accuracy, and the quality of the user experience.

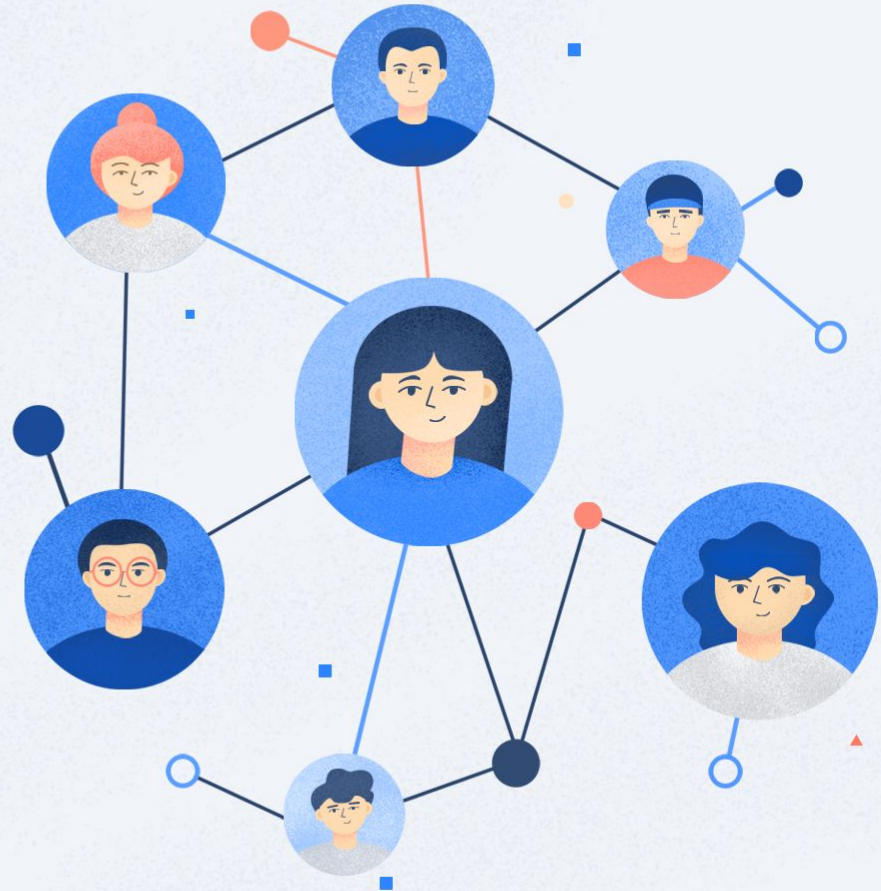
[→ More info](#)





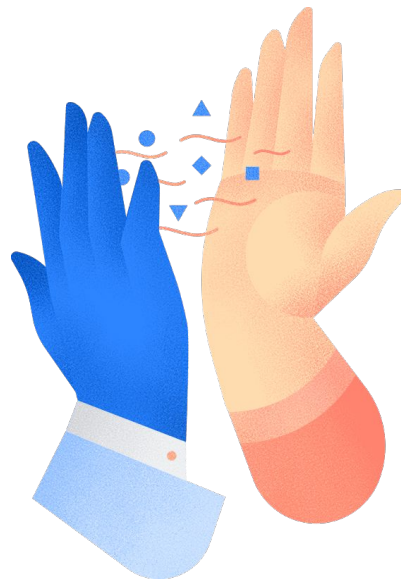
# People making Infermedica

Teams | Motivations | Satisfaction



# We strongly believe that people are one of the major factors of company success in the long term.

Over the last year, Infermedica grew into a team of 220+ people (and probably more while you're reading this). We genuinely believe nothing is more important than hiring and helping our people to develop themselves. Meet the people of Infermedica.



“

I love the people. I really feel like a part of a team, even if I am on the other side of the world!

**Amy Window**  
US Sales Team



# Organizationally speaking, we are divided into 24 teams.



## Doctors

The passionate souls who work hard to gather all of our medical content, thoroughly verify it, and organize it to make our medical knowledge base work seamlessly. They often work in hospitals and medical centers, where they help anyone in need.



## Engineers

The bold guards of the entire software development lifecycle of Infermedica's core applications. They implement product strategy, provide clients with the best possible technical help during the integration phase, develop our API, and maintain the release process.



## Data Scientists

Creating the most advanced reasoning technology for preliminary symptom analysis and triage is the mission of our Engine Team. They own inference engine development, R&D of statistical models, medical knowledge engineering, and the quantitative evaluation of our engine.

- AI
- Business Intelligence
- Clinical Validation
- Customer Success & Implementation
- Design
- Dev Marketing
- Engineering
- Finance
- Infrastructure
- IT Administration
- Legal
- Management
- Marketing
- Medical Content (Adults)
- Medical Content (Pediatrics)
- Medical Guidance Platform
- Metabase
- People
- Product
- Professional Services
- Regulatory
- Revenue Growth
- Sales
- Security
- Translations
- Virtual General Practitioner



## PEOPLE

### Infrastructure

The team responsible for the entire software development lifecycle of Infermedica's core applications ensuring our cross-functional teams seamlessly collaborate and deliver in an automated continuous delivery environment.

### Customer Success & Implementation

Setting up the client delivery cycle, managing end-to-end implementations, and ensuring customers achieve their desired outcomes is what we call relationship-focused client management. It's the company's philosophy of becoming truly customer-centric set in practice.

### Legal

The team that ensures legal compliance and security in every aspect of Infermedica's activity. Whether it is about data protection, medical device regulation, compliance, or corporate affairs, we value timely and accurate responses to the company's needs.

### Marketing

Infermedica's marketing team builds growing demand from prospects and existing customers for our products, and increases brand awareness. Quality comes first when testing new techniques and strategies, with an emphasis on measuring, analyzing and optimizing results.

### Sales

The team that perceives business development as creating long-term value for an organization from customers, markets, and relationships. Therefore, the sales team's mission is to generate a growing stream of revenue from successful partnerships with our clients.

### People

The People team ensures that the right talents are doing the right things at the right time and place. They combine recruitment, administration, employee relations, employer branding, people, and culture expertise to hire the best possible teammates, prepare a smooth onboarding for them and keep them growing with us.



## PEOPLE



At Infermedica, I love that feeling of shaping a fragment of reality – creating unusual systems from a concept on a piece of paper to implementations in production.

**Adam Radziszewski**

NLP



Being a doctor at Infermedica is a way to help millions of people worldwide. Step by step, all together, we enhance the quality and accuracy of our idea. OUR idea because Infermedica is a family to all of us!"

**Mateusz Palczewski**

Clinical Validation



I have never experienced such an atmosphere before – true engagement of all teams and the belief that we all participate in the company's development.

**Aleksandra Podgórska**

Legal



## PEOPLE



It's easy to reach your goals when you find yourself surrounded by great people willing to share their knowledge. Infermedica creates this open atmosphere that encourages everyone to share their experience.

**Karol Stasik**

Delivery



I feel excited and proud to be part of a magnificent team creating products which will soon be part of daily life. As a physician, I find Infermedica's ideas incredibly inspiring - what I like most about working here is interacting with wonderful dedicated people.

**Katarzyna Trybucka**

Medical Content



From the very beginning, I felt that we had a common goal and created an efficient team in which communication between people was pure pleasure. My job at Infermedica brings personal growth and satisfaction.

**Wiktor Rymarz**

Revenue Growth





## PEOPLE



Taking a look at all factors and the uniqueness of my development here, I do not see Customer Success as a career. Infermedica is my career.

**Kate Smolarek**  
Customer Success



I love Infermedica because of its values which guide us every day. Support: we support each other. Transparency and honesty: we trust each other so we can build something valuable and lasting. Quality: we aim to provide qualitative product.

**Sonia Jarczak**  
Development



Through all those years, Infermedica became a part of my life. It is not only a job anymore. I love the people, love the projects, and love that Infermedica as a company aims very high – I like ambitious goals.

**Arek Szydełko**  
Infrastructure



## PEOPLE



The supportive team and relaxed atmosphere is what I value the most at Infermedica. Also, the company has an important mission which I believe in and that makes being here even better.

**Aleksandra Kabat-Karabon**

Business Intelligence



What I like about Infermedica is the opportunity to develop products with very talented people, and have a real impact on the technological aspects of our projects, from design to finished solution.

**Mateusz Markiewicz**

Development



At Infermedica great leaders inspire everyone to take action. And all together we work on our mission to make the world a better place. For me being part of Infermedica is not a job, it has become a true passion.

**Viktoriya Havrylyuk**

Customer Success & Implementation



# Workplace made for people

Remote | Communication | Benefits



# Transparency, trust, quality and courage

## - those values guide us every day.



### Transparency

Transparency fosters trust and nurtures healthy relationships at Infermedica. By enhancing our understanding, we are better equipped to adjust to changes and collaboratively discover solutions.



### Trust

When we help each other, we get closer to reaching Infermedica's goals. It helps us make strong, lasting partnerships, build trust, and grow both as individuals and as a company.



### Quality

We're creating high-quality medical products used by hundreds of thousands of patients each month. This means we all need to feel a strong responsibility for the quality of what we make.



### Courage

Courage is essential as we pioneer groundbreaking innovations in our field. By fearlessly exploring new horizons and pushing the boundaries of what's possible, we embolden our team to take bold steps towards progress.



# We love working together, and we can do it regardless of large distances.

Remote or in person? It is up to you as long as you are located in the European or East Coast time zones. Working from home is possible (unless there are important reasons to work from the office). We will help you get set up comfortably in your home office by providing you with a home office bonus and respecting your work-life balance. From time to time, those who work remotely may want to visit the office, and this option is also available.

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## Slack is our communication temple

#announcements, #product, #office,  
#triage – we practice topic-driven  
communication channels.

## Being up-to-date

We also love company video meetings,  
especially monthly CEO Updates, Demo Days  
and Product Showcases, where we can learn  
about the company and product updates.



# We value each other's working hours.

Working hours at Infermedica are flexible; however, we try to stay between 9 am and 5 pm CEST/ET. These hours allow us to plan recurring joint meetings or simply be able to ask our colleagues when we need help. We don't expect anyone to respond to messages outside of scheduled working hours.

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## We practice kind and human communication.

Even though we are looking at the screen most of the time, we remember there is a person behind it.





# We also care about each other in person, and through benefit programs.

Work-life balance is very important for us, that is why apart from respecting working hours we seek activities that help us to keep strong bodies and minds. We offer:



## Remote work and flexible hours

We're a remote-first company who values each other's working hours. We provide the essential IT equipment to set up your remote home office.



## Benefit programs

We also have other special perks & benefits, including buddy program to support our new joiners, yearly development budget and team building budget for cross-team usage.



## Employee Stock Option Plan

The employee benefit plan that gives our team members ownership interest in the company. We get shares and become shareholders of the company.



## Growing your skills

While building an open and supportive culture, we encourage employees to use their development budget and additional days of leave to grow and master their skills.



## Mental and medical support

Medical support is accessible via dedicated medical packages, along with consultations with Infermedica's physicians. [Mindgram](#) takes care of our mental health whenever we need.



# How to join Infermedica?

Job offers | Recruitment process



# Share your vision and make healthcare better for everyone.

If you are led by an ambition to make a good impact in the surrounding world – we'd love to meet you. Check our open positions at [www.infermedica.com/careers](https://www.infermedica.com/careers) or contact us directly.



“

Desire and enthusiasm for work – those are the things I most look for during recruitment processes. If we don't like what we are doing, what's the point?

**Oleksandra Chernyak**

Head of Talent Management



“

Bringing the best talent onboard is both the most satisfying and challenging goal. I am deeply curious about the motivations of each individual, their professional background, and the amazing experiences they can share. Building an inclusive and diverse environment where everyone feels comfortable is an ongoing measure of success.

**Karolina Galecka**

Talent Specialist



# Speak with us about the company, people, culture, and our big mission.

In case you found an exciting offer at [Careers](#), it takes only a few clicks of submitting all necessary data, documents or links for jumping into our Applicant Tracking System database. We review all applications we got and arrange to chat with selected candidates who match jobs' requirements.



“

I believe that the recruitment process is a great opportunity to get to know each other. I'm following the values of partnership and equality and try to ensure the best possible candidate experience.

**Monika Wajs**

Senior Talent Specialist



Learn more about our recruitment process and teams:

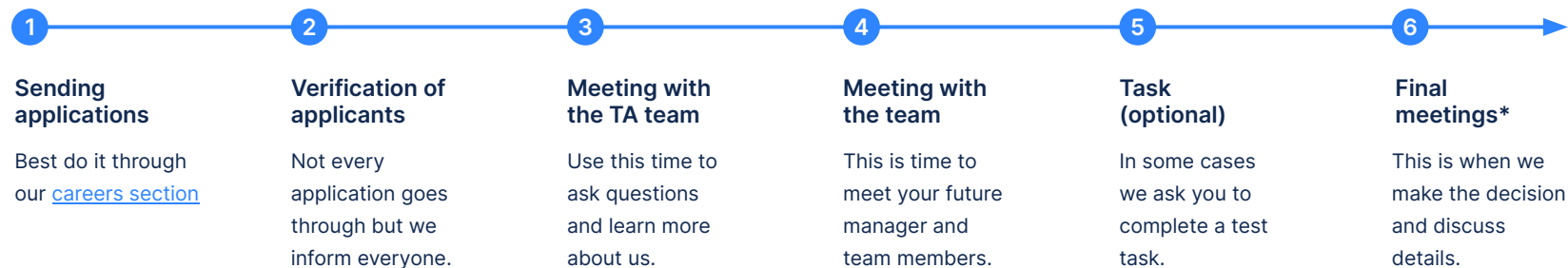
[→ FAQ for candidates](#)

[→ What makes Infermedica?](#)



# Ready to apply? Here's what you need to know about recruitment.

We keep things simple but effective. Our recruitment process is no different, even though we adjust the approach to the position's area and complexity.



\*Sometimes before making a final decision, we will ask you to provide us with a couple of reference contacts. Reference sessions are conversations with your colleagues or direct reports from previous workplaces.



# Infermedica publications

If you tend to look for something interesting to read during the morning or after-lunch coffee, we highly recommend checking our publications to discover more about Infermedica and our projects. We are very diligent in creating new compelling content pieces.

## Company & solutions

Check our [webpage](#), [press materials](#), and [news](#).

## Technology

Dive into our documentation on the [Developers portal](#).

## Clients' stories

See what we achieved with our clients in our [customer stories](#) and [use cases](#).

## Inspirations

Get more insights on the industry and solutions on our [blog](#).

Also, check our social media and join our communities at:





# We are waiting for you!



**Karolina Gałęcka**

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**Monika Wajs**

[monika.wajs@infermedica.com](mailto:monika.wajs@infermedica.com)

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→ [Careers at Infermedica](#)

