

Pricing

Patient Engagement Platform

1 Pricing

Pricing is calculated by combining a fixed fee and a per-unit fee. The fee will be fixed for 12 months from commencement of a contract and reviewed annually. Where this data is not available as good an estimated number as is possible must be agreed in advance.

1.A. Subscription Licence Fee

Pricing for the DrDoctor platform is calculated based on the following nine modules:

- Portal and PHR
 - o Patient and Staff Portals
 - o Digital Correspondence
 - o Personal Health Record (PHR)
 - o Integration
- Booking and Operational Automation
 - o Notifications
 - o Scheduling
 - o Patient-Led Booking
- Value-based Care
 - o Digital Patient Assessments
 - o Value Transformation Package

	Bundle		Volumes							Unit
			0 to 100,000	100,001 to 250,000	250,001 to 500,000	500,001 to 750,000	750,001 to 1,000,000	1,000,001 to 1,500,000	1,500,001+	
Portal and PHR	Patient and Staff Portals		£5,000 to £25,000 (dependent on integration and deployment requirements)							Per organisation
	Digital correspondence	Transformation service	£0.05 per letter			Capped at £25k				Annual Letters
	Personal Health Record	Transformation service	Price subject to scoping (see SFIA rate card for rates)							
	Additional Integrations	Transformation service	£500 to £15000 dependent on system and approach							Per system
Booking and Operational Automation	Notifications	Transformation service	£0.15	£0.12	£0.09	£0.06	£0.03	£0.02	£0.01	Annual Appointments
		Transformation service (light)	£0.10	£0.08	£0.05	£0.02	£0.02	Not available	Not available	
	Scheduling	Transformation service	£0.15	£0.13	£0.12	£0.10	£0.09	£0.04	£0.02	Annual Appointments
		Transformation service (light)	£0.08	£0.07	£0.06	£0.05	£0.04	Not available	Not available	
	Patient-led booking	Transformation service	£0.20	£0.20	£0.14	£0.06	£0.03	£0.02	£0.01	Annual Appointments
Value Based Care	Digital patient assessments	Transformation service	£0.15	£0.13	£0.11	£0.07	£0.04	£0.02	£0.01	Annual Appointments
		Transformation service (light)	£0.08	£0.07	£0.06	£0.05	£0.04	Not available	Not available	
	Value Transformation Package	Transformation service	Price subject to scoping (see SFIA rate card for rates)							Annual Patient

The Patient and Staff Portals module is mandatory, and other modules are added on top of this. The cumulative fee for other modules required is calculated based on the corresponding unit volume. Units are based on the projected roll-out of the platform and agreed in advance. Variations to this unit volume will be reviewed annually.

By default, the DrDoctor licence fee includes a full digital transformation service, including initial onboarding, on-going user & technical support, and a long-term success programme to help maximise benefits. A 'light'-version of our transformation service is available subject to a discussion with the DrDoctor team regarding suitability for your requirements and organisation.

1.B. Consumable Costs

The following consumable costs also apply:

Service	Price per unit
SMS - Outbound	1.9p per SMS fragment
SMS - Inbound	0p per SMS fragment
IVM - Outbound	2.5p per terminated call per minute
IVM - Inbound	0p per terminated call per minute
Email	0p per email

2 Additional Information

DrDoctor reserves the right to charge statutory interest on fees and expenses that are not received within 30 days of the invoice date.

Where it is necessary for DrDoctor staff to travel away from their normal place of work, DrDoctor will charge expenses (at cost) for travel, subsistence and other costs necessary to complete their role, except mileage which will be charged at a rate of 54 pence/mile (or the latest prevailing HMRC rate).

We will charge VAT on all supplies at the appropriate rate. All prices are quoted excluding VAT.

Activity is defined as either:

- The number of appointments (attended, cancelled, DNA) to be managed through the DrDoctor platform
- The number of letters uploaded to the DrDoctor portal