

Medihive UK Limited - Pricing Document - HasHealth

Introduction and History

Medihive UK Limited (as the provider of 'HasHealth', and a wholly owned subsidiary of Webdoctor Limited, a company registered in Ireland) is an established and trusted provider of software solutions into multiple healthcare settings, across Pharmacy, the NHS, Private Healthcare, and Insurance Providers, with a focus on an excellent patient and professional user experience.

Medihive focuses on delivering in partnership, continuous improvement processes, and enabling services to develop and grow, whilst ensuring that patient's clinical safety and engagement is maximised at all times.

Medihive is further backed by the extensive history and experience of delivering software and high-end professional services of its parent company Webdoctor Limited, and to date has over 4.5 million patients through its platform, an established network of over 7,500 clinical users, and over 6 million virtual care consultations delivered to date.

Commercial Model Overview

For the G-Cloud 15 Framework, HasHealth provides a scalable and flexible modular platform that can be customised, configured, and white labelled for services across Primary, Community, and Secondary Care providers. By default, HasHealth is delivered via a software as a service (SaaS), complete with implementation and ongoing support to ensure optimal performance and user satisfaction.

The commercial model for HasHealth is based on:

1. The level of service provided ('Pro', 'Pro+', 'User-based'), outlined below
2. The number of sites that sit within the service using HasHealth

Service Level Breakdown

The below table outlines the four levels of service and offering available under the HasHealth G-Cloud 15 listing. Additional functionality requests are subject to further commercial discussion and agreement.

HasHealth - 'Pro'

- Communicate securely with patients; Easily switch between clinics; Appointment control; Virtual pharmacist (Video); Pre-screen patients.

- Up to 5 Professional Users per clinic
- 5,000 appointments per clinic, per year (capped)
- 1,000 video consultation per clinic, per year (capped)
- Email support

HasHealth - 'Pro+'

- Group Management; Dedicated Account Manager; Custom Form Support.
 - Unlimited Professional Users per clinic
 - Unlimited appointments per clinic, per year
 - 2,000 video consultations per clinic, per year (capped)
 - Email & Account Management support

HasHealth - 'User-Based Pricing'

- Unlimited Professional Users per clinic
- Unlimited appointments per clinic, per year
- Email & Account Management support

HasHealth Pricing Breakdown

Service Level	Pro	Pro+
Monthly Location Price	£48/Location/Month	£60/Location/Month
Annual Location Price	£576/Location/Year	£720/Location/Year
Additional SMS Fees	£0.09/SMS	£0.09/SMS

HasHealth - Functionality Breakdown

Features	Pro	Pro+
Online Bookings		
Dedicated Booking Page	✓	✓
Social Media Integration	✓	✓
Booking Widget	✓	✓
Online Payments	✓	✓
Waiting List	✓	✓
Booking Widget - Multi-clinic	✓	✓
Click and Collect (Orders)	✓	✓
Appointment Management		

Virtual & in-clinic appointment management	✓	✓
Reminder (email/SMS) notifications	✓	✓
Patient Rescheduling & Cancellation	✓	✓
Pre-screen forms	✓	✓
Resource Management	✓	✓
Customisable forms	✗	✓
Customer Communication		
Secure 2-way communication	✓	✓
Bulk SMS	✓	✓
Patient Portal	✗	✓
File Sharing	✗	✓
Telehealth		
Video Consultations	✓	✓
Screen Sharing	✓	✓
Photo Capture	✗	✓
In consultation payments	✗	✓
Group Management		
Multi-clinic access	✓	✓
Multi-clinic management	✗	✓
Multi-clinic services management	✗	✓

Notes:

1. All prices are in GBP (£) and exclude VAT.
2. Pricing is based on an upfront annual charge covering the agreed scope of the HasHealth roll-out across defined locations.
3. Any additional recurring charges, such as SMS usage, are billed monthly in arrears.
4. The Software-as-a-Service (SaaS) provision for HasHealth is defined in the Call-Off Contract and associated Service Level Agreement (SLA), subject to agreement between both parties.
5. The SaaS provision includes the platform functionality described in the service description, delivered at the agreed service levels.

6. Technical support and helpdesk services are provided in accordance with the applicable support services and hosting schedules detailed in the Call-Off Contract.
7. All hosting and infrastructure required to deliver the cloud-based service are included as set out in the support and hosting schedules.
8. A named Customer Success Manager is provided for implementation and ongoing service support.
9. Optional support for customer marketing and service adoption is available, delivered through the Customer Success Manager and Medihive Marketing team where agreed.
10. Multi-year discounts may be available, subject to agreement on the commitment term and applicable discount percentage.

Additional Development Services:

Additional development work is available subject to agreement between both parties and is chargeable as an additional service or project.

This may include:

- Agreement of detailed scope and requirements
- Access to relevant customer teams and systems
- Access to applicable third-party systems and stakeholders
- Integrations with Primary or Secondary Care EPRs, PAS, or other third-party systems
- Bespoke API development or enhancement of existing integrations

All additional development is quoted following completion of a scoping exercise. Charges are calculated in line with the SFIA 'Development and Implementation' definitions and rate card, based on agreed days at the applicable day rate.