

Induction Zesty

Patient Engagement Portal (PEP)

G Cloud 15 Pricing Schedule

Patient Engagement Portal Pricing

The Induction Zesty Patient Portal is provided as a Software as a Service (SaaS) solution, with an enterprise licence based on the overall size of hospital, calculated by number of outpatient appointments per annum.

The licence fee is an annual charge, including hosting, support, and maintenance. Each module will also have a one-off implementation and set-up charge.

All prices are exclusive of VAT.

1. Annual Licence Fee

Module	Band 1 (up to 150,000 appts / annum)	Band 2 (up to 300,000 appts / annum)	Band 3 (up to 600,000 appts / annum)	Band 4 (up to 900,000 appts / annum)	Band 5 (over 900,000 appts / annum)	Band 6 (over 1.2m appts / annum)
1 - Read only Appointments and Appointment Letters	£30,900.00	£56,650.00	£82,400.00	£108,150.00	£139,050.00	£139,050.00 +£20,600 / 100,000 appts
2 - Form Builder	£10,300	£20,600	£30,900	£41,200	£51,500	£51,500
3 - Appointment Management: Cancel & Reschedule	£10,300	£20,600	£30,900	£41,200	£51,500	£51,500
4 - Patient led booking	£15,450	£28,325	£41,200	£54,075	£69,525	£69,525
5 - Clinical Documents	£5,150	£10,300	£15,450	£20,600	£25,750	£25,750
6 - HealthStream Plus - Appointments & Docs. Priced per integration	£10,300	£15,450	£20,600	£25,750	£30,900	£30,900
7 - HealthStream Plus - Capability Partners. Priced per integration	£10,300	£15,450	£20,600	£25,750	£30,900	£30,900
8 - Referrals	£5,150	£5,150	£5,150	£5,150	£5,150	£5,150
9 - Paperless APIs	£5,150	£10,300	£15,450	£20,600	£25,750	£25,750
10 - Video Consultation	£1,030	£3,090	£5,150	£7,210	£9,270	£9,270
11 – Scheduler	£10,000	£15,000	£20,000	£25,000	£30,000	£30,000

Module Definitions:

Read only Appointments and Appointment Letters

Base portal build

Form Builder

Build and send unlimited custom digital forms

Appointment Management

Book, cancel and reschedule, integrated (PAS dependent) or request-based

Patient Led Booking

Patient initiated follow-up (PIFU)

Clinical Documents

Clinic outcomes letters, discharge summaries, results

HealthStream Plus - Appointments and Documents - Priced per integration

Integration with other systems supplying scheduling data and documents

HealthStream Plus - Capability Partners - Priced per integration

Single sign on into other 3rd party apps

Referrals

eMeet & Greet

Paperless APIs

Deliver letters digitally by checking a patient's paperless preference.

Video Consultation

Attend Anywhere

QuickBook

Create bookable appointment slots where patients can self-schedule, cancel, or reschedule appointments through the portal when base systems can't support digital booking.

Licence Fee Notes:

- Hospital size based on number of outpatient appointments per annum (including cancellations and DNAs).
- Prices do not include SMS charges. SMS charges are made every time the platform sends an SMS message. SMS is charged at the market rate.
- Standard Support hours (for hospital staff) – Monday to Friday 09:00-17:00hrs (exc. public holidays). Extended support hours may be possible.
- Licence terms begin on User Acceptance Testing stand-up for the module / feature.

2. Hybrid Mail

Standard Items	1st Class	2nd Class	Extra side mono simplex	Extra side mono simplex
One sheet simplex mono C5 less than 100gms	£1.025	£0.668	£0.03	£0.05
One sheet simplex colour C5 less than 100gms	£1.045	£0.688	£0.03	£0.05

Pack price is based on Royal Mail Pricing as of April 2024. Postage pricing will fall under the Universal Service Obligation (USO).

The Customer acknowledges and accepts that the Universal Service Obligation is a statutory requirement, which can only be amended with the consent of the UK Parliament.

To retain the principles of the USO provisions, the Customer accepts that the Price Control Agreement (USO Price Tariff Review) exists within the postal service market including Down Stream Access (DSA) providers, to protect the USO and that the Price Control Agreement is monitored and regulated by Ofcom.

3. Implementation (one-off charge)

Module	Implementation
1	£82,400.00

Implementation / Set-up Fee Notes:

- Implementation / Set-up is per Hospital, irrespective of size.

4. Optional Set-up Fees (one-off charge)

- Optional set-up fees are priced per module.
- Pricing is dependent on individual customer requirements.
- Will be priced based on SFIA Rate card.

5. New integrations

- New integrations are priced on technical complexity and project scope.
- Pricing is dependent on individual customer requirements.
- Will be priced based on SFIA Rate card.

6. Discounts

- Discounts may be applicable for multi-site or ICS deployments.
- Discounts available for multi module purchases.