

Healthtech-1 Automated Care Navigation – Pricing

Overview

Healthtech-1 Automated Care Navigation is priced on a simple, transparent population-based model. The service is designed to support GP practices and healthcare organisations to route patients to the right care first time, reduce administrative workload, and improve access through automated triage and pathway routing.

Pricing is based on **registered patient population per month**, allowing organisations to plan costs predictably and align spend with the scale of care navigation activity. There are no long-term commitments required unless otherwise agreed.

Pricing structure

Automated Care Navigation is charged **per registered patient population per month**, with the applicable patient list size agreed at onboarding or contract signature.

- Pricing is calculated monthly based on the agreed patient population.
- Invoices are issued monthly in arrears.
- Payment terms are 30 days from invoice date.
- All prices are exclusive of VAT.

The exact price per patient population band will be agreed separately between Healthtech-1 and the Healthcare Organisation and documented in a sign-up form or commercial agreement.

What is included

The monthly price includes access to the full Automated Care Navigation service, including:

- AI-powered patient request categorisation
 - Intelligent pathway routing (including Pharmacy First and other appropriate services)
 - Smart patient request forms with dynamic follow-up questions
 - Automated booking for eligible routine appointments
 - Configuration and analytics via the Healthtech-1 Hub
 - Ongoing service monitoring and operational support
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Changes to patient population

If a Healthcare Organisation's registered patient population changes materially, pricing may be reviewed and adjusted by mutual agreement to ensure pricing remains fair and reflective of service usage.

Bespoke pricing

Bespoke pricing arrangements can be agreed for larger organisations or group deployments, including Primary Care Networks (PCNs), Federations, and Integrated Care Boards (ICBs).

Additional services

Automated Care Navigation can be purchased as a standalone service or in combination with other Healthtech-1 services. Pricing for additional services or integrations will be agreed separately.

Transparency

Healthtech-1 is committed to clear and transparent pricing. Full pricing details will be confirmed prior to service commencement, and no charges will be applied outside the agreed commercial terms.