

CERTIFY Health Patient Experience Platform

CERTIFY Health's Features	Essential \$499	Growth \$699	Premier \$999
EMR Integration (Additional One-Time Fees)	X	X	X
Automated Digital Pre-registration Flow (SMS & Email)	X	X	X
QR Code Kiosk Check-in	X	X	X
Manual Kiosk Check-in	X	X	X
Contactless Check-in	X	X	X
Digital Wait Time Board Capability (Screen/TV not included)	X	X	X
Insurance and ID image Capture (Kiosk & Mobile)	X	X	X
Appointment Reminders (SMS & Email)	X	X	X
Patient Centric, Staf Facing Dashboard	X	X	X
- Appointment Creation	X	X	X
- Patient Progress Reporting	X	X	X
- Patient Information View	X	X	X
- Balance and CoPay Presentation	X	X	X
HiTrust, HIPAA, PCI1, SOC2, GDPR Compliance	X	X	X
AI Features	Essential	Growth	Premier
Admin Portal	Essential	Growth	Premier
No Code Form Builder		X	X
Branding		X	X
Roles & Permission Management		X	X
Consent Management		X	X
AD Sync for Staf, Users and Roles		X	X
Customization for Branding and Operational Needs		X	X
Analytics	Essential	Growth	Premier
Quickview Company "Health" Dashboard	X (4)	X (6)	X (8)
Patient Communication	Essential	Growth	Premier
Two-Way Texting. Dashboard to Patient		X	X
ASAP List Functionality		X	X
On-Demand Forms		X	X
SMS (<i>CERTIFY can leverage existing SMS providers or provide at a pass-through cost</i>)		X	X
Marketing Suite	Essential	Growth	Premier
Patient Broadcast		X	X
Recall/Waitlist Feature		X	X
Abandoned Cart Workflow		X	X
Click Rate Reporting and Conversion Matrix		X	X
Automated/Targeted Email Campaigning		X	X
Reactivation Outreach		X	X
Post Visit Digital Survey		X	X
Google Link Survey Integration			X
Insurance	Essential	Growth	Premier
Real Time Eligibility Verification (Up to 300/month)			X
Card OCR (Insurance Card & ID)			X
Patient Self Service	Essential	Growth	Premier
Appointment Self-Scheduling			X
Website iFrame Appointment Scheduling			X

Patient Communication Preference			X
Patient Self Pay Payments			X
Signed Consent and Document Storage			X
Insurance Card Upload			X

**The CERTIFY Health Platform is a SaaS Based Platform, All Pricing is Per Month Per Location and Based on a Three-Year Contract*

Additional Add-On Features

CERTIFY Merchant Services	
Payment Processing at the Kiosk, Front Desk, Pre-Reg and Staf Driven	2.9% + \$0.25 / Transaction
Clover Flex Pocket Payment Device (Kiosk)	\$549
Clover Flex Device (Front Desk)	\$599

CERTIFY RCM	
Text to Pay	\$99/Month/Location + Processing Fees
Automated Payment Reminders	
Collection Outreach	
Payment Plans	
Auto Pay	
Card on File	
Electronic Statements	
Dunning Notice Reporting	

Survey With NPS	
No Code Survey Builder	\$149/Month/Location
Configurable Survey Timer (Pre/Post Appointment)	
Patient Scoring	
Automated Survey with NPS (Location Level)	

Biometrics	
FaceCheck Facial Authentication Check-in (Kiosk & Front Desk)	Ask for Pricing
Fingerprint Authentication (Kiosk & Front Desk)	
Palm Authentication (Kiosk & Front Desk)	
RFID Card Authentication (Kiosk & Front Desk)	
<i>*Hardware Carries an Additional Fee</i>	

Integration	
API / HL7 / FHIR	Additional Fees Apply
Third Party Integration Fees (Passthrough Costs)	

Implementation Fees	
Priced Per Facility	Additional Fees Apply

Hardware	Pass Through Fees
SMS Service	Pass Through Fees

Service and Support Offerings

Services	
Core Services – Implementation (Included)	
Weekly Meeting	
Dedicated Implementation Manager	
Dedicated Project Manager	
Onboarding Planning	
Change Management Guidance	
Customer Testing Portal	
Post Go-Live Support (30 Days)	
Core Services – Customer Success (Included)	
Dedicated Customer Success Manager	
Monthly Status Report and Check-In	
Quarterly Business Review	
Dedicated Support Team	
AI Live Chat Availability	
Detailed Growing Knowledge Base	
Walk Through Video Library	
Service Plus Additional Offerings \$199/Month	
Services Plus – Implementation	
Everything in Core Offering	
On-Demand Meetings During Critical Phases	
Priority Onboarding	
Extended Go-Live Support (90 Days)	
Executive Sponsor Alignment	
Dedicated Teams Channel for Three Team Members	
Services Plus – Customer Success	
Everything in Core Offering	
Strategic Success Manager (Senior Manager)	
Bi-Weekly Check-Ins	
Annual Strategic Planning	
Priority Support Queue	
4 Custom Trainings for Each Team	
Beta Testing Priority	
Executive Business Reviews (C-Level/VP Engagement/Bi-Annually)	

Santegic Implementation Support Fees	
Senior Consultant	£2,000 per day

Consultant	£1,200 per day
Junior Team Members	£550 per day

Santegic can provide optional professional services to support buyers with implementation, configuration, integration, training, and ongoing service management. These services are optional and can be purchased separately at call-off.