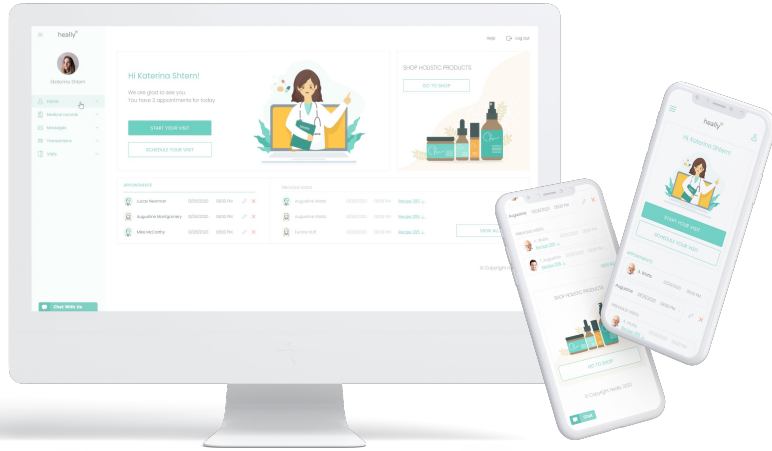# WHITE DOVE
## GLOBAL

**presents**

# The Heally Solution

# Heally Bio and Testimonials

**Heally is an innovative telemedicine platform that provides alternative medicine providers with an easy-to-use, one stop shop for all your business needs, enabling you to seamlessly manage patients' health records, streamline billing, patient engagement, and much more.**

> Heally allowed me to market and engage with my patients through automated email and text message campaigns. My follow up visits and conversion rate has significantly increased.
>
> -Dr. Vanessa N.

> Heally is a business in a box for us. We are able to manage payments, records, scheduling, and even consult with our patients online. Automated appointment reminders really helped keep my calendar on track.
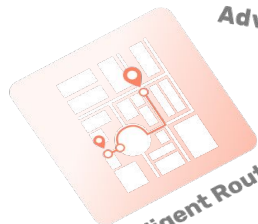>
> - Dr. Cheryl B.

# Features

**VIDEO**

**MARKETING**

**EMR**

**E-COMMERCE**

Patient Network

Customer Engagement

Appointment Scheduling

Digital Intake

Data

HIPAA Compliant Video Conferencing

Advertising

Sms/Email
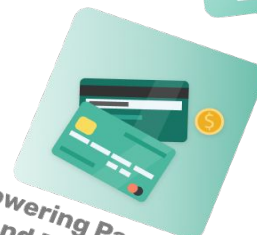
Powering Payment And Fulfillment

Sell Products

Intelligent Routing

heally

heally
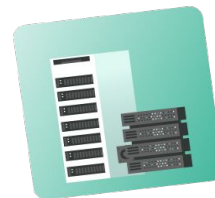
# Onboarding Process

**STEP 1**

Receive, Review and E-sign (via Docusign) a SaaS Agreement

**STEP 2**

Complete the Onboarding Details Form

**STEP 3**

Schedule 30 minute Discovery Call

**STEP 4**

Website Implementation - Set Go Live Date

**STEP 5**

Final Testing - Go Live!

# Pricing - Packages & Add-Ons

Affordable rates that fit the size of your clinic

## Heally Essentials

## $75 /month

+3.75% merchant fee per transaction

**Includes 1 license**

**$50** per additional provider account

✔ Telemedicine
✔ Customized Digital Intake Forms
✔ EMR/EHR
✔ ECommerce
✔ Technical Support

✔ Appointment Reminders
✔ Payment Processing
✔ Reporting & Analytics
✔ Payroll Light

## Add-Ons

**+$100/month** includes ability to SMS from the platform - phone number included

**+$150/month** includes SMS from the platform with dedicated line, and email new and follow-up campaigns

# FAQs

## EMR

### Do I need an app or software?
Heally provides you a custom URL link that you can embed on your website usually in a Call to Action button.

### Will you be providing an app in the future?
Heally is completely web based and built for desktop and mobile web. The entrypoint is designed to be through your website. Downloading an app is an extra step for providers and customers.

### What are the ways I can communicate with my patients?
Heally has text messaging capabilities which will allow you to send two way sms as well as a HIPAA compliant message center that both you and your customers can use to communicate securely.

### Do you have intake form templates?
Yes you can use one of our templates or create your own customized intake form.

### Can I transfer my patient database onto Heally?
Of Course! Just send us a CSV, or whatever is easiest for you, and we will upload it for you.

## Customization

### Is Heally customizable?
Heally is a highly customizable software, from the colors you choose, fonts, logos, intake forms, messaging, and much more.

### How do I customize my messaging?
During the onboarding process, you will receive documentation with all of the touchpoints and messages, where you can change the text. Heally will then update the messaging for you within your portal.

### Will I need to customize my account on my own?
No! We are here to help you customize your account. You will be assigned an account representative who will guide you and help answer any questions you have.

### Does Heally support online and in person visits?
Yes! Heally supports every visit method option including: video, phone, mobile and in person. There is also custom messaging for each visit method.

### What is the format of the intake form?
There are drop downs, multiple choice, free form, and more. It is html and fully customizable.

# FAQs

## Scheduling

### How do I embed scheduling on my website?

You can use a custom link or place code into an iframe that will directly show up on your website.

### How do Walk-In or On-Demand visits work?

You can set up your schedule for "walk-ins" or on-demand visits. You would enter your virtual waiting room and you will get a notification once you have a walk-in trying to enter your virtual room.

## Analytics

### How do I track my sales/visits?

You can track all of your visit sales by going to your "Transactions" tab. It will show all of your sales transactions.

### Is Heally compatible with GTM tags?

Yes! You will need to provide us with the snippet of code, and we will add it for you.

## Customer Engagement

### How does the retargeting feature work?

If the customer inputs their email address and phone number, but doesn't schedule a visit, there is automated custom messaging designed to convert the lead into a paying customer.

### Does Heally send out appointment reminders?

Yes! There are automated appointment reminders by sms and email.

### Are there renewal/follow-up campaigns?

Heally has automated sms and email renewal campaigns, with customizable messaging, based on the visit date of the customer.

## E-Commerce

### Can I sell products through your platform?

Heally, can provide you a custom online store filled with products that you sell.

# FAQs

## Billing

### Payment Processing

We offer hassle-free, no sign up or credit check required, payment processing at 3.75%.

### How do I transfer payment into my bank account?

You provide us with your funding source (bank account name, routing and account number) and we set up your ACH direct deposit for easy transfers. You can transfer funds as often as you prefer.

### Does Heally facilitate insurance billing?

Currently, Heally does not offer insurance billing capabilities, however this is in our development roadmap and will be something that we offer.

### Can my customers pay with FSA/HSA accounts?

Yes! Heally accepts FSA, HSA, and Credit or Debit cards.
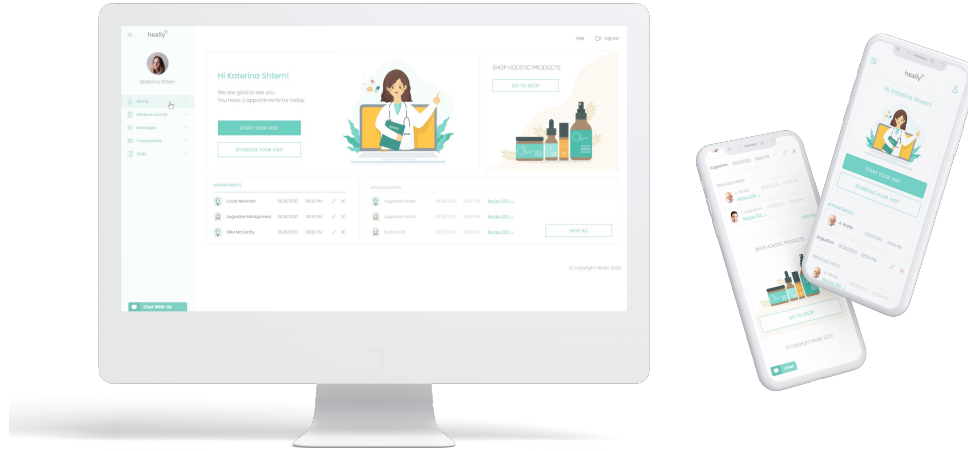
## Support

### What kind of support does Heally provide?

Heally offers technical support via email. If you or your customers have any issues with the ability to navigate the platform and perform functions, you may email the support team and our agents will get back to you right away.

### When is the Heally support team available?

Heally support is available from 9:00 AM to 1:00 AM EST. 7 days per week, holidays and all.

# Interested?



## Please Fill out this Form