

## Prices

All our charges are calculated on the amount of time a task takes a receptionist. There is a base cost including a set number of units and once these have been used there is an individual fee per unit.

All figures are per month, NOT inclusive of VAT	Base fee	Units included	Additional units
<b>Level 1</b>	£155	60	£1.65
<b>Level 2</b>	£225	100	£1.38
<b>Level 3</b>	£375	220	£1.25
<b>Level 4</b>	£570	400	0.88

Each of these counts as one unit.

- An incoming call.
- An outgoing call, sms or email to one of your customers at your request (except appointment reminders\*).
- An out of hours call which has gone to voicemail.
- Action required from an out of hours' voicemail e.g. call back.
- Incoming emails from your website that require a response.
- A credit or debit card transaction.

There is an allowance of 20 emails per month from us to you. Once you go over 20 the excess counts as 1unit each.

# INCLUDES

**ALL THE SERVICES BELOW at no extra cost.**

- Free set up
- Saturday morning service
- Messages to you by email
- Diary management
- Multiple clinics, practitioners and diaries
- Appointment booking rescheduling and/or cancelling
- Receptionist queries
- Updating your clinic information
- Creating new patient records or updating existing records
- Waiting list management
- Personal Voicemail set-up and operation
- Appointment reminders\*
- Call backs –

If we miss a call during **office hours** and the client leaves a message we will call them back at no charge.

\*these are 0.35p each if sent by text.

## Always at the Best rate for your Business

We review your rate every 3 months in January, April, July and September to ensure that you are on the most cost-effective tariff.

If your business is much less than 60 units per month talk to us. We can offer a bespoke fixed rate.