



WHITE-LABEL · MULTI-TENANT · CLINICS, LABS AND PHARMACIES

Clinic, lab and pharmacy on **one patient record**, under your own brand.

Front desk, records, telehealth, lab, pharmacy and billing on one platform. Every organisation's data isolated in the database itself.

THE PROBLEM

Healthcare businesses run on a patchwork of disconnected tools.

1

Separate systems, separate records

The clinic has one system, the lab another, the pharmacy a third. Staff re-key the same patient details and results travel by phone, paper or PDF.

2

Patients meet someone else's brand

Generic booking and telehealth tools put a vendor's name in front of your patients, not yours.

3

Growth means more tools

Every new branch, lab or pharmacy adds another contract, another login and another place for patient data to leak between.

One record.

Doccure puts the doctor, front desk, lab, pharmacy, billing and patient on a single system, so the record follows the patient and the brand on screen is yours.

WHAT DOCCURE IS

A white-label, multi-tenant healthcare platform.

Clinics, labs and pharmacies run their front desk, records, telehealth, lab, pharmacy and billing on one system, under their own brand.

R

One patient record

Clinic, lab and pharmacy share the same patient record. No re-keying, no result chasing.

B

Your brand

Your logo, colours and subdomain on the patient portal and the staff app.

D

Isolated data

Each organisation's data is walled off in the database with row-level security, not just hidden in the app.

P

Installable portal

Patients book, visit, pay and read results from any browser, and can add it to their home screen.

Staff web app

Patient web portal

Platform owner console

Doctor mobile app **BETA**

Multi-branch

Light & dark theme

ONE RECORD, EVERY ROLE

Every role gets its own workspace on the same patient record.



From first booking to walk-in queue, handled.

- ✓ Online booking on the web portal: find a doctor by specialty, book, reschedule, cancel
- ✓ Guided booking flags urgent symptoms before the appointment is made
- ✓ Recurring appointments, confirmations, waitlist, reassignment and no-show tracking
- ✓ Digital tokens and room queue for walk-ins
- ✓ Google and Outlook calendar sync
- ✓ Reminders by email and push · SMS and WhatsApp reminders through your own provider account **YOUR PROVIDER**
- ✓ QR self-registration **BETA**

Why it matters

Patients find a doctor and book in a few taps. The front desk sees the same schedule the doctor does, and unconfigured reminder channels show "not configured" instead of pretending a message was sent.

SMS and WhatsApp work with Twilio, Meta WhatsApp, Infobip or Africa's Talking, using your account.

Video visits that live inside the record, not beside it.

Video & audio consultations

Join in the browser. Virtual waiting room, in-call chat, audio-only visits.

Pay before you join

Payment can be taken before a patient enters the video visit.

Secure messaging

Doctor and patient messaging with attachments, in the same portal.

Call recording and AI visit summary **BETA**

Recording only with patient consent.

Notes, prescriptions and lab orders from the visit land in the same patient record the clinic already uses.

A clinical record doctors can finish in the visit.

Patient record

- ✓ Allergies, problems, family history, immunisations, documents, consents
- ✓ Encounters with diagnoses, vitals and services
- ✓ SOAP notes with addenda, and note templates
- ✓ ICD-10 lookup
- ✓ Referrals; lab results return to the ordering doctor
- ✓ Care plans, goals and care team **BETA**
- ✓ Interaction alerts for common drug classes **BETA**

Prescriptions

- ✓ Digital prescriptions with a signing PIN and tamper-evident signature
- ✓ Refills and favourites
- ✓ Send straight to the in-platform Doccure pharmacy
- ✓ Traditional-medicine prescriptions

Transmission to external pharmacies is on the roadmap. Today, prescriptions go to the Doccure pharmacy in your organisation.

A full lab workflow, from order to signed report.

01

Order

Walk-in, doctor order or patient online booking and payment

02

Collect

Barcode tube labels; home collection with phlebotomist assignment

03

Enter results

Parameters, reference ranges, critical-value acknowledgement

04

Release

Report release with PDF and tamper-evident signature

05

Deliver

To the patient portal and back to the ordering doctor

Catalogue & pricing

Test catalogue, parameters, reference ranges and priced test packages.

Extras

Analyser integration available on request. Pathologist sign-off by lab staff **BETA**. Audit trail to support accreditation.

From prescription queue to the shelf, one system.

1

Dispense

Prescription queue, verification, dispensing with labels, counter (OTC) sales.

2

Stock

Products, batches, brands and expiry-first (FEFO) stock handling.

3

Buy

Suppliers, purchase orders with approval, goods receipt and returns.

4

Control

Controlled-drug register for regulated medicines.

5

Retain

Loyalty points for patients.

6

Deliver

Home delivery **BETA**

The clinic's prescriptions arrive in the pharmacy queue directly, on the same patient record.

Invoice, collect and claim without leaving the record.

Billing

- ✓ Price lists, invoices, receipts, PDFs
- ✓ GST / VAT
- ✓ Split billing: patient, insurer, corporate
- ✓ Cash collection at the front desk

Payments

- ✓ Online patient payments through Stripe **YOUR ACCOUNT**
- ✓ Refunds with approval
- ✓ Doctor earnings and payouts

Card data never touches Doccure servers. Payments are processed by PCI-compliant gateways.

Insurance & claims (provider side)

- ✓ Insurance records and prior-authorisation tracking
- ✓ Claim creation and submission **BETA**
- ✓ US clearinghouse **YOUR ACCOUNT**
- ✓ Regional connectors: Kenya SHA, UAE Daman, Philippines PhilHealth, India PM-JAY **PER REGION**

A portal that installs like an app, in your colours.

No app-store download. Patients use any browser and can add the portal to their home screen, with push notifications.

Visit

Book, reschedule, cancel, join video visits, message the clinic.

Results

Lab results with PDF, prescriptions and refill requests, vaccinations, vitals log.

Pay & manage

Invoices, insurance, family members, consent management.

Engage

Guided symptom checker, loyalty rewards, web push.

AI that drafts. The clinician decides.

Doccure's AI is built around control: you choose the provider, patient details are redacted first, and you can turn it off.

Choice of AI provider

OpenAI, Azure OpenAI, Anthropic or self-hosted. Your choice, per organisation.

PHI redaction before every AI call

Patient details are redacted before anything reaches an AI provider.

AI can be switched off

Run Doccure with no AI at all.

AI scribe **BETA**

Records and transcribes the consultation and drafts a SOAP note for the doctor to review and approve.

Nurse triage suggestion **BETA**

Suggests an ESI level for nurse review.

AI face scan **BETA**

Short camera scan estimates heart rate, breathing rate, heart-rate variability and stress level, plus a fever check. For wellness information only. Not a medical device.

Guided symptom checker

Rule-based guidance for patients. Not a diagnosis. In an emergency call your local emergency number.

AI outputs are suggestions reviewed by a licensed clinician. Not a medical device.

Your brand on the outside. Your data walled off on the inside.

- ✓ Your logo, colours and theme on the patient portal and staff app
- ✓ A subdomain per organisation (clinic.yourbrand.com style)
- ✓ Run many clinics and branches under one organisation
- ✓ Each organisation's data isolated by Postgres row-level security, in the database itself
- ✓ Platform owner console: tenants, plans, subscriptions, support
- ✓ Plans, add-ons and feature flags per organisation **BETA**
- ✓ Hosting in the US, Europe or Asia on request

For healthcare entrepreneurs

Launch your own branded clinic or telehealth service on Doccure, or resell it to the clinics, labs and pharmacies you serve. Each customer is a separate tenant with its own isolated data.

Onboarding is done with the Doccure team.

Security that is part of the platform.

Data isolation

Postgres row-level security keeps each organisation's data separate in the database.

Access control

Role-based access for staff roles, with built-in and custom roles.

Audit trail

Tamper-evident audit trail of record access and changes. Patients can see who viewed their record.

AI and patient data

PHI is redacted before data is sent to an AI provider, and AI can be turned off.

Signatures & consent

Tamper-evident signatures on prescriptions and lab results. Consent records for care, telehealth, recording, marketing and data sharing.

Compliance registers

Registers for BAAs with expiry alerts, breaches, data-subject requests and retention.

Built for HIPAA and GDPR compliance. BAA available.

Subprocessor list available on request

Standards-based, so Doccure connects to the systems around it.

Standards

- ✓ FHIR R4 API and SMART on FHIR launch
- ✓ HL7 v2 inbound
- ✓ CDA export

Standards-based FHIR and HL7 interfaces for connecting to other systems.

Connected services

Stripe

Google Calendar

Outlook Calendar

Twilio

WhatsApp

- ✓ India ABDM (ABHA, consent, health-record exchange):
integration built, production activation per customer
- ✓ Lab analysers: available on request

Run the business, not just the clinic.



Analytics

Dashboards for revenue, appointments, doctors, branches and dues. Report builder and exports.



HR

Staff records, rosters, leave and timesheets. Payroll runs with second-person approval **BETA**.



Procurement

Suppliers, warehouses, purchase orders and transfers.



Nurse station **BETA**

Vitals with early-warning score, medication administration record, triage, shift notes.



Workflow automations **BETA**

Automate repetitive operational steps.



Growth tools

Doctor reviews with replies and patient loyalty points.

Pick your starting point.

C

Clinic chains & multi-specialty groups

Branches, staff roles, price lists, one record from front desk to pharmacy.

L

Diagnostic labs

Full order-to-report workflow with home sample collection and patient booking.

P

Pharmacies

Expiry-first stock, purchase orders, dispensing and a controlled-drug register.

B

Your own healthcare brand

Launch a branded clinic or telehealth service on a multi-tenant base.

Best fit today: India and the Gulf. In the US, scheduling, telehealth and records work; external e-prescribing and real-time eligibility do not yet.

Start with a demo. Then choose the plan that fits.

Doccure SaaS

Subscription for teams of 1 to 10 doctors.

- ✓ Clinic, lab and pharmacy included
- ✓ Your branding and subdomain
- ✓ Hosting in the US, Europe or Asia on request

Enterprise

For larger teams and custom needs.

- ✓ Custom scope and custom development
- ✓ Custom deployment, including on-premise
- ✓ Source code available

Ask your Doccure contact for current pricing. No free trial: every engagement starts with a demo.

WHAT'S NEXT

On our roadmap. Planned, not yet available.

Native patient mobile apps (iOS / Android)

White-label branded mobile apps

Custom domains

E-prescribing to external pharmacies

Card and UPI payments at the front desk

Inpatient wards, beds and admissions

Radiology ordering and image intake

Single sign-on and staff two-factor sign-in

Public REST API and outbound webhooks

Self-serve signup and onboarding



NEXT STEP

See Doccure running under your brand.

Book a demo and we will walk through your clinic, lab or pharmacy workflow on the platform.

Book a demo · doccure.io/book-a-demo