

VSee Pricing & Features Comparison



Features	Descriptions	For Individual Providers			
		Free	Plus	Premium	Enterprise
		\$0	\$29	\$49*	Get Quote
		/per month per provider	/per month per provider	/per month per provider	
Branding / Marketing					
Custom subdomain & slugs	default url - My_Clinic_Name.vsee.me/u/clinic	✓	✓	✓	✓
Custom logo & colors	includes access to logo upload and theme selection	X	X	✓	✓
VSee directory listing	Turn on/off clinic searchability in public VSee directory	✓	✓	✓	✓
Patient Engagement					
Waiting Room					
One-click SMS invite link	Directly send via email and/or SMS. Restricted SMS sends per day (Plus & Premium) to prevent spam abuse	Email only	Limit: 10 SMS invites/day	Limit: 40 SMS invites/day	✓
Guest visits (no log-in)	Allow patients to enter as a guest (i.e. no login)	✓	✓	✓	✓
Front desk webchat	Patient Portal login required	X	✓	✓	✓
View custom media content	Videos and documents can be uploaded to the Waiting Room display area	X	X	X	✓
Patient self check-in					
Intake forms	Standard form: First name, Last name, Location at Time of Visit, Reason for Visit, Document upload, Telemedicine consent checkbox; Customization available (including conditional logic)	Basic	Standard (Includes File Upload)	Limited Customization (up to 16 fields)	Customization Available
Telemedicine consent	Upload custom consent forms	X	Default VSee Consent Form	Self-uploadable custom consent	Customization Available
Insurance eligibility check		X	X	X	✓
Conditional routing - by state and/or specialty	Customize intake drop-downs for states and/or specialties option to turn on clinic-wide (all providers) or per provider	X	X	X	✓

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Credit card payment	Requires provider's Stripe account setup	X	✓	✓	✓
Patient portal					
Visit Notes	24/7 access to visit history, care instructions, documents	X	X	✓	✓
Patient self-scheduling	Requires Patient Portal login to book an appointment	X	✓	✓	✓
Appointment reminders	Automated reminders with appointment links via SMS and/or email	X	✓	✓	✓
Post-visit survey	Standard: Star-rating, AV quality; customization available	✓	✓	✓	Customization Available
Clinicians and Staff					
Provider Dashboard					
Multi-user access	Multiple users may access waiting room queues, schedule appointments, and hold video visits simultaneously	X	X	✓	✓
File upload (to patient portal)		X	X	X	✓
EMR notes	Standard: SOAP notes and Patient Instructions; multiple provider notes available; customization available	X	X	✓	Customization Available
CPT & ICD-10 codes	Select pre-populated CPT & ICD-10 codes for superbills or claims submission; customization available	X	X	X	Customization Available
ePrescription	EPCS available - for Premium add-on contact us	X	X	✓ (add-on)	✓
Appointment Calendar	Set slot availability; schedule patient appointments	X	✓	✓	✓
SMS / email appointment reminders	Receive and set reminders for upcoming appointments	X	✓	✓	✓
Patient & workflow tagging	Tag or untag patients and visits for simplified coordination (e.g. "ready for provider", "follow-up scheduling", etc.)	X	X	✓	✓

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Administrators					
Clinic Admin Panel					
Central scheduling & staffing	View and filter multiple provider schedules in a single merged calendar; import Provider schedules; allow multiple user roles (Provider, CSR, Scheduler, Clinic Admin) to schedule for patients	X	X	✓	✓
Downloadable reports	Filter and view by date, visit info, call info, payment info, intake, patient profile, provider profile, etc.; customization available	X	X	✓ (default table/information)	✓
Clinic settings	Manage branding, waiting rooms, clinic-wide notifications, tag settings, etc.	X	X	✓ (limited)	✓
User management	Set user access roles: Provider, CSR, Scheduler, etc; Individual or bulk add, remove, modify Providers and Patients;	X	X	✓ (limited)	✓
Waiting room management	Add and remove waiting rooms; Manage descriptions, hours, workflow settings (on-demand, appointments, group, etc), and provider assignments.	X	X	✓ (limited)	✓
Eligibility check & claims submission	Semi-automated eligibility check and claims submission workflow; Manually check claims denials, financials, accounts receivable, and other KPIs	X	X	X	Beta
Cloud Recording	Hipaa-compliant server side recording; requires additional fees	X	X	X	✓
Video Call and Messaging					
No download video visits	Browser-based video	✓	✓	✓	✓
Unlimited HD video calling		✓	✓	✓	✓
Secure messaging	1-1 or group in-visit chats	✓	✓	✓	✓
Screensharing + annotation	Live annotation only available on downloaded app	✓	✓	✓	✓
File transfer	Drag-and-drop files to video during call (only on downloaded app)	✓	✓	✓	✓
Guest link for family, interpreters, and others	Automatically invite guests to an appointment or send link on-demand during the call	X	✓	✓	✓

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Group calls	Start group calls on-demand for a group of selected clients in the waiting room	X	✓	✓	✓
Breakout rooms		X	✓	✓	✓
Conference call support	Dial-in number for poor network conditions; ability to dial-out to US numbers	X	✓	✓	✓
Integrations & Workflows					
RPM & Devices					
Patient health monitoring dashboard	Filterable dashboard views on vitals, sleep, steps, BP, etc.	X	X	X	✓
Alert range settings	Set alert ranges for each vital or health area being monitored	X	X	X	✓
RPM timed recording logs	Automatically record and log time spent monitoring or working with patients for RPM	X	X	X	✓
Mobile patient app	Branding and customization available for additional fee	X	X	X	✓
Automated device syncing	Device agnostic integration	X	X	X	✓
Remote Physical Exams					
Same-time medical device streaming	Dual stream medical devices such as otoscope, dermatoscope, ultrasound while still seeing patient faces	X	X	X	✓
Far-end PTZ camera control	Remotely control a Pan-Tilt-Zoom Camera at another location.	X	X	X	✓
Apps & Integrations					
EMR Integration	Epic, Cerner, Credible, etc. integrations	X	X	X	✓
Mobile patient app	Mobile app for patients	✓	✓	✓	✓
SSO authentication	Single Sign-On Authentication	X	X	X	✓
MFA authentication	Multi-Factor Authentication	X	X	X	✓
Language Service Integration	Integration with English language translation services, e.g. LanguageLine, Cyracom	X	X	X	✓

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Workflow Modules					
E-consult / Asynchronous Visit	Billable provider-to-provider or patient-to-provider consults via secure messages	X	X	X	✓
Call Center Dispatch	Set a dispatch alert schedule; Define call groups and escalation conditions; Automate dispatch triggers based on escalation priority and call groups	X	X	X	✓
Dependent Accounts	Allows parents/ guardians/ caregivers to create and manage accounts and to join consults with minors or elderly dependents	X	X	X	✓
Remote Medic Workflow	Allows remote medics or nurses with co-located patients to sign-in and enter patients' information on their behalf (also known as nurse-assisted workflow)	X	X	X	✓
Security & Privacy					
BAA for HIPAA Compliance		Basic BAA	Basic BAA	Basic BAA	Comprehensive BAA
Military grade 256-bit AES encryption		✓	✓	✓	✓
SOC 2 Type II Certification		✓	✓	✓	✓
Support					
Searchable Knowledge Base	with video tutorials and manuals	✓	✓	✓	Customization Available
Email support		✓	✓	✓	✓
Live chat support		X	X	✓	✓
Phone support	Dedicated line available	X	X	✓	Customization Available
Live webinars	Provider training only	X	X	X	✓
VSee Academy online courses	Ongoing provider and admin training and refreshers with quizzes and certificates	X	X	X	✓
Dedicated customer success manager		X	X	X	✓

*Does not include One-time Setup Fee

Please contact sales@vsee.com for a demo of these or if you need customizations and integrations not listed here.