



Choosing a Direct Care platform: the one page to take into the demo

Drawn from six live vendor demos hosted by Goodman CPA, September 1 to September 15, 2026: SigmaMD, Elation Health, Akute Health, Cerbo, HealthBook+ and Hint Clinical.

ASK FIRST

What is included, and what is a line item?

Three of the five EHRs meter the AI scribe, the telehealth room, the patient portal or the fax page count separately. *"Send me the full price card with every add-on and its unit, then mark the lines a practice my size turns on in month one."*

ASK THIRD

What does the switch cost in weeks?

Three vendors charge no migration fee; the calendar is the cost. *"Show me the day-by-day plan for a panel my size. How long do I run both systems, and name the data types that do not come across."*

ASK SECOND

Which of my current tools does this replace?

Pull the general ledger first and list every software charge on it. *"Here is my subscription list. Which do you replace outright, which do you integrate with, and which do you expect me to keep paying for?"*

ASK FOURTH

Where does the price step up?

The billing unit decides whether growth raises the bill. *"Price me at my panel today, at 500 members, and at two providers. Show all three on one page."*

WHAT THE SIX CHARGE — VENDOR PRICING PAGES READ 22 SEPTEMBER 2026

PLATFORM	BILLING UNIT	RATE	MIGRATION FEE	PAYMENT PROCESSING
SigmaMD	Per clinician per month	\$350 / clinician / mo \$90 launch tier, to 50 patients or 12 months; \$500 group plan	None	2.4% + \$0.15 card, ACH \$0.15 flat, practice-paid. Optional 2.99% patient surcharge
Elation Health	Per provider, free staff seats	Contact Elation for pricing \$375 / provider / mo was said on the call. Elation publishes no rate	None standard	Contact Elation for pricing. Neither number on record is a quote: the call gave 2.99% card, ACH 1% + \$0.25 capped at \$5; the Patient Payments page publishes a flat 3.25%, no per-transaction fee, tied to All-in-One. Get it in writing
Akute Health	Per plan, scaling by patient count	\$300 / mo 1 clinician, 100 patients; \$550 for 2 and 300; \$0.75–\$0.85 each after	None	Not published, though a processor is included on every plan
Cerbo	Per user, by role and full or part time	\$281 / prescriber / mo \$174 part time, staff \$63; setup \$1,195 or \$595 new	Quoted by volume	No rate published. Propelr, Bluefin and Stripe named — get all three quoted
Hint Clinical	Per clinician; members priced above entry tier	\$290 / clinician / mo unlimited members; \$320 and \$770 upper tiers. Nothing was said on the call	Not published	3.00% + \$0.30 card, ACH 1.00% + \$0.25 capped at \$5. Falls to 2.60% and 0.60% on the top tier
HealthBook+ NOT AN EHR	Per member per month, on top of your EHR	"Usually right around \$3" hedged on the call; publishes no rate	Not disclosed	Runs alongside the EHR. Charting, prescribing and lab ordering stay in the EHR

Source: DPC Tech Stack Demo Days sessions — SigmaMD Sept 1, Elation Health Sept 3, Akute Health Sept 8, Cerbo Sept 9, HealthBook+ Sept 10, Hint Clinical Sept 15, 2026. **Rates as of 22 September 2026**, from sigmamd.com, akutehealth.com, cer.bo and hint.com. Cells marked as said on the call come from the demo sessions above and are published nowhere; HealthBook+ figures were hedged and scoped to small and medium practices. Vendor pricing moves — read the page before you sign and get your own number in writing.

THE BLANK NOBODY FILLED

Six vendors, and not one exit answer

Across six sessions, no vendor stated who owns the data, how a full chart set comes out, in what format, or what happens to your records after cancellation. Nobody named a single data type that fails to migrate, either. Ask both in writing before you sign:

"On the day I give notice, what do I receive, in what format, how long do I have to pull it, and what does it cost?" and **"List the data types that do not come across in the migration."**

RUN IT ON YOUR OWN BOOKS

$(\text{Subscription} + \text{add-ons} + \text{tools you keep}) \div \text{members} = \text{stack cost per member per month}$

$\text{New subscription} - \text{what you cancel} = \text{net monthly change}$

$\text{Merchant fees} \div \text{collections} = \text{your effective processing rate}$, then apply each quoted rate to the same collections

Book a free tax strategy session

Bring your general ledger, your merchant statement and the quotes you collect. Goodman CPA has identified \$3.16M in tax savings across 70 tax plans for Direct Care owners.

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