

Healthcare SaaS Platform Model

Overview

This document explains the two deployment models of our Healthcare SaaS product:

1. Agency-Based (Multi-Tenant) SaaS Model
2. Marketplace Model (Single Organization, Open Platform)

Each model serves different use cases and offers flexibility for monetization and scalability.

1. Agency-Based SaaS Model (Multi-Tenant)

In this model, each agency (e.g., hospital or clinic) is treated as a separate tenant.

We provide a configurable environment based on their subscription plan.

Key Characteristics:

- Each agency has its own admin panel
- Features are enabled based on subscription (Basic, Premium)
- Data isolation between agencies
- Custom branding and access control per agency

Feature Configuration by Plan:

Basic Plan:

- Appointments
- My Clients
- Payment Module

Premium Plan:

- All Basic Plan features
- Dashboard
- My Appointments
- Questionnaire Before Meeting
- Help Desk
- Provider & Patient Management
- EMR (Electronic Medical Records)
- All required hospital activity modules

Additional Configurable Options:

- Option to allow patient self-registration
- Option to restrict creation of patients to providers only
- Toggle individual modules on/off (e.g., EMR, chat, prescriptions)
- Agency-specific branding (logos, themes)

Healthcare SaaS Platform Model

- Role and permission setup for staff and providers

2. Marketplace Model (Single Organization Platform)

This model is designed as a centralized healthcare platform governed by a SuperAdmin. It enables direct interaction between patients and providers.

Key Characteristics:

- Single organization (platform-wide)
- Managed entirely by SuperAdmin
- Open registration for providers and patients
- All modules are enabled by default
- Monetization through appointment-based commission

Core Features:

- Provider listing and search functionality
- Patient registration and profile management
- Appointment booking with providers
- Video consultations, chat, and prescription handling
- SuperAdmin dashboard for user/module/earnings management
- Reports and analytics tools

3. Shared Codebase for Both Models

Both the Agency-Based SaaS model and the Marketplace model are built using a single, shared codebase.

The platform is designed to dynamically switch its behavior based on the mode of operation. This is achieved through configuration and feature toggles, without the need to maintain two separate systems.

Key Business-Level Highlights:

- One codebase for both multi-tenant (agency) and single-org (marketplace) models
- Behavior and features change dynamically based on configuration
- Simplified development, faster maintenance, and easier scalability
- Reduced operational cost with maximum reusability

Summary Table

Aspect	Agency-Based Model	Marketplace Model
Multi-Tenant	Yes	No (Single Organization)

Healthcare SaaS Platform Model

Admin Panel per Hospital	Yes	No (SuperAdmin only)
Patient Self-Registration	Configurable	Always Enabled
Subscription Plans	Basic / Premium Based	Not Applicable
Feature Configuration	Per Agency	All Modules Active
Monetization Model	Subscription per Agency	Commission per Appointment
Codebase	Shared	Shared