

Moving to Fullscript FAQs

When will I move to Fullscript and what should I expect?

Your practice will have a **two-week window** to complete the move to Fullscript through a fully guided process. We'll notify you by email the morning your window opens. Initiate the move directly from that message or from within your Rupa account. The transition itself is guided and lightweight, taking just a few minutes for your data to transfer so you can pick up right where you left off.

To make it easy, we recommend **adding your start date to your calendar** so you'll know exactly when your window begins.

What happens to my Rupa account?

After you complete the move to Fullscript, or once your 14-day window closes, your **Rupa account becomes view-only**. You can still log in to Rupa anytime to access your full historical records and there's no current plan to sunset the Rupa platform. [Learn more about what it means to be in view-only mode.](#)

During your transition to Fullscript, your most important data transfers with you. From there, **new lab orders start on Fullscript**, where your existing history is already in place.

What Rupa data transfers to Fullscript and where can I find it?

When it's time to move, **we'll import your practice's complete order history**, patient list, favorites, blood panels, bundles, preferred phlebotomists, saved text snippets and notification settings so your foundation is waiting in Fullscript.

The transfer happens quietly in the background, with no effort required from you. Once it's complete, you'll see a confirmation in your Fullscript dashboard and receive an email letting you know everything is in place.

[Learn more about the full list of data that moves with you, and where it lives in Fullscript.](#)

How will labs on Fullscript be different from Rupa?

The foundation you trust remains in place, and that's intentional. Continue ordering from the same catalog of industry-leading labs, with a centralized orders dashboard, billing flexibility, and patient testing experience you rely on today. **You'll only be invited to move once the features and workflows your practice depends on are fully supported.**

What changes is what becomes possible around those workflows. With Fullscript's scale supporting more than 125,000 providers and 10 million patients, you'll benefit from operational upgrades like specialty test kit fulfillment direct from Fullscript distribution centers, timely results delivery through direct lab integrations, and a world-class support team just a phone call away.

Most importantly, labs no longer sit in isolation. Practice smarter with results that now connect directly to next steps, supplement recommendations, more complete patient profiles, and decision support tools to help you interpret and act on data more efficiently.

Dive deeper into the [side-by-side platform view](#) to discover how your favorite Rupa features will translate, and what now becomes possible with labs on Fullscript.

Will Fullscript carry the same tests in their catalog?

We'll only invite you to move **once the Rupa tests you've historically ordered are available** in Fullscript.

Since acquiring Rupa in 2024, we've been expanding Fullscript's catalog to carry the same industry-leading blood and specialty labs you trust. **By Summer 2026, the vast majority of Rupa's catalog will be available in Fullscript.** A small number of highly specialized tests may not carry forward, and we'll communicate directly if that impacts your practice, along with alternatives.

In the coming months, we'll be building on Rupa's marketplace by **investing in new partnerships offering access to the latest diagnostic advancements**, from innovative sample collection methods to emerging testing in areas like oncology and genetics. Every lab partner is reviewed against our rigorous quality standards, to offer you a broader labs catalog to meet the needs of modern clinical practice.

Will there be any changes to test pricing or the service fee?

Your total price on Fullscript will be the same or lower than on Rupa. Fullscript maintains competitive cash-pay pricing on blood labs and matches the same lowest provider pricing on specialty labs you get ordering on Rupa or direct from the lab.

What's different is the service fee structure. **Fullscript applies a 3% service fee on specialty kits only, compared to Rupa's 7% fee across all tests.** Blood lab orders and additional charges, such as the physician services fee, custom fees, or sample collection fees, aren't subject to the 3% service fee on Fullscript. The result is a more transparent pricing model and greater cost-savings across every order.

How will my patients be supported when I move?

Whether your patients are brand new to Fullscript or already familiar, each patient is welcomed with a labs-first experience that protects continuity with your care.

Unpaid and in-progress testing continues on Rupa, with the same flow they know today.

Once results are ready, patients are guided to join you on Fullscript the next time they log in. For most Rupa patients, this simply means signing into their existing Fullscript account. New patients will only need to set a password. When they arrive, their full Rupa lab history is already there so the context of prior results and trends carry forward.

We don't proactively notify your patients about the transition. Every practice communicates differently, and we want you to introduce labs on Fullscript in a way that fits your relationships. To support that, we provide a ready-made patient resource you can use when the timing is right.

How is the patient testing experience different on Fullscript?

The guided Rupa testing experience your practice relies on stays intact. Patients still receive clear instructions, flexible payment options, instant digital requisitions and phlebotomy coordination for blood and specialty labs. **[Explore the complete patient testing experience on Fullscript.](#)**

Patients will feel the immediate upgrade to Fullscript with the benefit of a modern **mobile app, live phone and chat support, embedded Quest appointment booking, and specialty kit tracking** direct from Fullscript distribution centers. For the majority of Rupa patients already on Fullscript, testing now lives alongside the supplements and care tools they already manage in one familiar app.

check-ins will generate a running wellness score between appointments, outside lab results can be uploaded to inform ongoing trends, and wearable data will surface meaningful biometric insights for you to review. Together, these signals create a continuous, real-time picture of patient health between visits, to help assess progress, act at the right moment, and guide next steps with greater precision, while staying at the center of your patient's care.

What labs billing options does Fullscript offer?

You'll have the [same flexible cash-pay billing options](#) as you did on Rupa when you make the move to Fullscript:

- **Patient pay** – We bill your patient for testing. Patients can pay via credit, debit, HSA/FSA or payment plan.
- **Patient pay + custom fee** – Your patient pays for testing and an itemized fee, paid out to you.
- **Practitioner pay** – You cover the test cost upfront and choose how to bill your patient separately, with no pricing disclosed on Fullscript.

What EHR integrations are available?

If you currently use an EHR integration on Rupa, you'll only be invited to move once that integration is fully supported on Fullscript.

Fullscript matches Rupa's core EHR integrations and continues to expand them to support lab ordering, status tracking, and results delivery directly within your clinical workflow. Some practices, such as those using Athena, Jane and Biocanic may also gain new lab integrations that were not previously available on Rupa.

For the most up-to-date list of supported EHR partners and details on how to get started, visit our [integrations hub](#).

Can I continue to access a signing practitioner through physician services?

Yes, if you previously ordered through Rupa's physician services, you'll automatically have access to use Fullscript's equivalent: [the authorization network](#).

The authorization network supports the same external signing clinician model for providers with limited ordering access or licensed providers who choose to opt in as they scale, now with greater control over how patient results are shared. **Unlike Rupa, you decide when to notify patients about non-critical results** to keep communication aligned with your care timeline. If a lab flags a critical result outside the reference range, it will continue to be routed to the authorizing clinician to ensure timely and compliant patient notification, just like Rupa.

Prefer to use an internal signing practitioner already on your team? [Learn more](#) about how to set that up on Fullscript.

Will Fullscript offer educational resources like Rupa University?

Yes, what began as Rupa University continues in [Fullscript Academy](#). You'll still have access to expert-led, evidence-based education designed for real clinical practice, now available at no cost to you. From lab interpretation and supplement planning to practical guidance on patient adherence, Academy supports the full spectrum of whole person care.

The goal remains the same: to meet you where you are, with resources that fit into your day, whether that's a quick refresher or a deeper clinical session.

Do I need to use Fullscript for supplements?

Ordering supplements on Fullscript is entirely up to you. Labs can function independently, and your transition to using Fullscript for labs doesn't require you to explore that part of the platform. That said, many providers find value in moving from lab insights to next steps in patient care without switching systems.

If you're new to Fullscript, you'll enter through a labs first experience and the [patient-facing open supplement catalog](#) will be turned off by default. You can choose to explore supplements later, whenever it makes sense for your practice.

What if my Rupa account is set-up differently than my Fullscript account?

It's common for account structure and user access to look different between a labs-focused platform and one previously just for supplements. Your move is a good opportunity to review how both accounts are set up: who has access, which emails are associated with each user, and whether any updates should be made.

We recommend taking stock of your [Rupa settings](#) and [Fullscript settings](#) during the month before your move window opens, so you have plenty of time to adjust account details without feeling rushed. If you'd like support along the way, our team is here to help. Call **1-888-488-8153** or email welcomerupa@fullscript.com.

What if I have multiple Rupa or Fullscript accounts?

If you have more than one Rupa or Fullscript account, you'll need to decide which Fullscript account should receive your Rupa labs data.

Each Rupa account can transfer its labs data to one Fullscript account. It cannot be split across multiple accounts. Ahead of your move, confirm where you'd like that Rupa data to live so everything transitions smoothly. If you're unsure which account to use, our team can help you think through the best setup for your practice.

Call **1-888-488-8153** or email welcomerupa@fullscript.com.

What happens to in-progress orders when I make the move?

When you move, **your complete order history including unpaid and in-progress orders will be available in your Fullscript lab orders dashboard**, so everything continues to live in one place.

For patients, any testing that's unpaid or already underway continues on Rupa until results are ready. Once results are available, your patient will be prompted to join you on Fullscript, where those results will also appear in your account.

This approach allows you to continue placing orders on Rupa right up until your switch. Patients finish testing where it began, and both of you access results in Fullscript moving forward.

How will my data be handled securely during the transition?

Your data remains protected at every step of the transition. All information is encrypted both in transit and at rest using industry-standard protocols. Access is carefully controlled through role-based permissions and multi-factor authentication, with continuous monitoring and audit logging.

Fullscript undergoes annual SOC 2 Type 2 audits and complies with HIPAA standards for handling protected health information, so you can move forward with confidence.