



# Side-by-side platform guide

## Rupa → Fullscript

Your favorite Rupa features have a home on Fullscript. Discover what carries forward, what gets better, and what's being built for you next.

Feature	Rupa today	Labs on Fullscript	What's new & up next
<b>Labs catalog</b>	30+ blood and specialty labs at the lowest provider pricing for a full ordering catalog in one place.	<b>Same <u>core catalog</u>, familiar pricing.</b> Your exact move is timed to the availability of the tests you've historically ordered. By Summer 2026, the vast majority of Rupa's catalog will be available on Fullscript.  Any exceptions will be communicated directly, with alternatives provided.	<b>What's ahead: A labs catalog evolving with diagnostic breakthroughs.</b> We're exploring next generation partnerships across oncology, genetics, and innovative sample collection methods to expand your diagnostic choices and keep pace with evidence-based care.
<b>Service fee</b>	7% Rupa service fee applied across all labs and additional line items.	A <u>lower 3% service fee</u> applied to specialty kit test costs only. Blood labs and additional line items like sample collection or provider-set custom fees excluded.	<b>Simplify lab costs with one reduced, transparent service fee</b> applied only to specialty kits, for greater cost-savings across every plan without changing what you order.
<b>Signing practitioner</b>	For providers with limited ordering access or scaling beyond 1:1 care, opt-in to use an external clinician to sign for your recommendations through <a href="#">Rupa's physician services</a> .  Patient results notifications are sent automatically when using physician services.	<b>The external signing clinician model continues through the <u>authorization network</u>.</b> If you use physician services at Rupa, you'll be automatically opted in when you move. The labs you can order under your own license remain identical to Rupa and ordering directly.  Prefer an internal signing provider? <a href="#">Assign a licensed provider</a> on your team directly in Fullscript.	<b>Greater control over results release:</b> you decide when to share patient results notifications, so communication about next steps stays aligned with your care timeline.

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<b>Billing options</b>	<p>Choose from three cash-pay billing methods: patient pay, practitioner pay, or adding a custom fee.</p> <p>Patients can pay using credit, debit, HSA/FSA or buy-now-pay-later installments.</p>	<p>All three <u>flexible cash pay billing methods</u> and patient payment options carry forward. Select what works best for each individual plan without being locked in.</p>	<p><b>More pricing precision and faster reimbursement for custom fees.</b> Custom fees are set per kit or panel, instead of per order, with payouts initiated when the blood lab requisition is generated or specialty kit ships.</p>
<b>Lab orders dashboard</b>	<p>One dashboard to order, track, and manage results across all labs for your entire team.</p>	<p>The same <u>centralized view</u> your whole practice depends on: every order, every lab company, every team member, all in one place.</p>	<p><b>Specimen issues no longer stall patient care.</b> A dedicated tab in your lab orders dashboard now surfaces what happened, why, and puts resolution one click away to get patients back on track with less time chasing down what went wrong.</p>
<b>Patient testing experience</b>	<p>Guided experience with instructions, adherence nudges, and results all in one place. Support available through email only, with a simple web-based portal.</p>	<p>The <u>end-to-end testing experience</u> your patients already know, now with live phone and chat support, specialty kit tracking from Fullscript distribution centers, and a <u>convenient mobile app</u> most Rupa patients already use to manage their wellness routines.</p>	<p><b>Coming soon: Deeper patient insights that enable longitudinal care.</b> Monthly patient reported outcomes inform an evolving wellness score, uploaded outside lab results, and wearable integrations keep you informed of real-time patient progress so you can act at the right moment, not just the next scheduled one.</p>
<b>Phlebotomy options</b>	<p>Quest and Access Labcorp draw scheduling handled with a pre-paid link-out. For specialty labs, a directory of independent phlebotomists who draw for specialty kits shared directly with patients. Option to set your own preferred phlebotomist or handle phlebotomy in-office.</p>	<p><b>All three draw paths carry forward:</b> Quest and Access Labcorp scheduling, the specialty phlebotomy directory for patients, and the ability to set a preferred phlebotomist or draw specialty kits in-office.</p>	<p><b>Quest phlebotomy booking now lives inside the Fullscript app:</b> patients schedule their draw without ever stepping outside the experience.</p> <p><b>Coming soon: in-office Quest and Access Medical draws</b> through Fullscript to support same-day appointments and faster follow-through.</p>
<b>In-office labs solution</b>	<p>Order <u>in-office supplies</u> for Access Medical and 9 specialty labs to keep on hand.</p>	<p><u>Stock and manage your specialty lab kits</u> through Fullscript.</p>	<p><b>Coming soon: In-office labs on Fullscript.</b> Order Quest Diagnostics and Access Medical supplies alongside specialty kits directly to your practice, activate and draw on the spot, and manage every type of testing from a single platform.</p>

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<b>EHR integrations</b>	Integrated labs experience across <a href="#">9 EHR partnerships</a> .	You'll only be invited to move once your existing EHR integration from Rupa is fully supported. Order tests, track status, and receive results in the workflow you already use.	<p><b>Make your EHR a labs hub.</b> Fullscript's existing EHR partnerships are expanding to include labs, with <a href="#">13+ labs integrations across top EHRs</a> and growing.</p> <p>Elation, Optimantra, and PracticeQ users will now receive results directly in their EHR. Practices using Athena, DrChrono, Jane, Biocanic, and more gain a full labs integration on Fullscript.</p>
<b>Pediatric patients</b>	Pediatric testing available when supported by the lab, managed through shared emails and checkout prompts.	Order from the same lab-defined catalog for pediatric patients.	<p><b>Keep parents engaged and your practice organized with pediatric accounts built for real families.</b> <a href="#">Dependent accounts</a> on Fullscript link each child to a guardian from day one, with a distinct profile and full visibility into orders, testing instructions and results.</p>
<b>Results interpretations</b>	Interactive interpretations for blood labs with optimal ranges, trend tracking, and a first-draft interpretation. Customize optimal ranges and generate snippets for faster reports.	A familiar <a href="#">interactive results layer</a> with optimal ranges, interpretations, and trend tracking over time that incorporates your patient results data from Rupa.	<p><b>Go deeper than results interpretations with always-on clinical decision support.</b> <a href="#">Fullscript Assist</a> brings clinical intelligence to your daily flow: connecting biomarkers to potential conditions, surfacing drug-supplement interactions, and supporting faster, more confident care decisions.</p> <p><b>Coming soon:</b> customizable optimal ranges, snippet libraries for faster results writing, and <a href="#">Journeys</a> to extend every interpretation into an automated wellness plan.</p>
<b>Testing storefront</b>	Create a co-branded storefront for patient-initiated blood and specialty testing through Labshops.	<a href="#">Fullscript Journeys</a> brings a provider-branded storefront for patient-initiated blood lab testing to Fullscript: patients browse your curated panels, complete their intake, and receive an AI generated draft interpretation and wellness plan.	<p><b>Labshops created your testing storefront, Fullscript Journeys builds your continuous care loop.</b> Turn a blood lab panel into an ongoing care relationship: automated interpretations and wellness plans, supplement and lifestyle recommendations, with built in follow-ups—all connected to their lab results. Deliver the modern, on-demand experience patients expect from DTC platforms, with your clinical guidance at every step. Patient-initiated specialty lab testing coming later in 2026.</p>

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<b>Labs support</b>	Email support for providers and patients.	A <a href="#">dedicated labs support team</a> fluent in both platforms and backed by direct lab partner relationships for fast resolutions.	<b>Time-sensitive testing deserves more than an email queue.</b> Fullscript's world-class support team is available via live phone, chat, and email.
<b>Clinical education</b>	Expert-led education through Rupa University: live classes, bootcamps, protocols, case studies, and clinical reference guides.	Rupa University continues as <a href="#">Fullscript Academy</a> with evidence-based education from leaders in the field and formats for every provider: from bite-sized refreshers to deep dive courses.	<b>Build clinical confidence across every dimension of whole person care.</b> <a href="#">Fullscript Academy</a> expands the curriculum beyond labs to cover supplement planning, patient adherence, and practice building alongside lab interpretation, with classes and resources that are now free to every provider on the platform.
<b>Clinical consultations with the lab</b>	Direct clinical consultations with lab companies to review results, for providers ordering under their own license.	<b><a href="#">Clinical consultation scheduling</a></b> with lab companies remains available to providers ordering under their own license for a direct line to expertise when results need a closer look.	<b>What's ahead: Deeper in-house specialty labs results interpretation.</b> We're investing in resources designed to close the gap between ordering a specialty test and knowing how to interpret results right from Fullscript.
<b>Nutrition and lifestyle support</b>	Create customized nutrition reports for patients through Rupa's beta tool: Food Plans.	Add nutritional support guidance directly to patient plans in Fullscript, alongside labs and supplements recommendations.	<b>What's ahead: Dietary guidance based on your patient's complete profile.</b> We're building nutrition and lifestyle tools that connect directly to testing and treatment: dynamic, integrated, and designed for the way whole person care actually works.
<b>NY/NJ/RI Ordering</b>	Order from a <a href="#">selection of Rupa's catalog</a> in states with additional restrictions.	Providers in NY, NJ, and RI will only be invited to move once a full solution is in place on Fullscript.	<b>What's ahead: A better blood labs experience for New York.</b> Whether your practice is rooted in NY or expanding nationally. Register for the <a href="#">early access waitlist</a> .

## Build the labs platform you've always wanted.

We've brought together the best of Rupa and Fullscript, now help us create something better than both.

The details that would save your team 5 minutes. The obstacles you've quietly worked around. Ideas you've been waiting for someone to finally bring to life. We want to hear all of it: labs related or not.

Every submission goes directly to our product team, now made up of builders from both Rupa and Fullscript, who are actively shaping the infrastructure real providers need to practice smarter.

Be candid. Be specific. Dream a little. We're listening! [Tell us what to build next](#)