

Patient Education in Your Voice

A buyer's brief for pain management practices considering a hosted patient library

What the launch offer includes, what it costs, what it does not promise, and the questions to settle before you sign.

READ TIME

6 min

What this brief covers

OnDoc is preparing a hosted patient-education library for pain-management physicians. This brief describes the launch offer as published on ondoc.dev in October 2026, so a practice owner or administrator can evaluate it without a sales call.

It is written for practice decision-makers, not for patients. It makes no clinical claims, and every price and term in it is quoted from the public pricing page.

In this guide, you will discover:

- ✓ Understand what the launch offer includes
- ✓ Read the published prices and credit terms
- ✓ Know what is not included or promised
- ✓ Decide what to confirm in a demo

The problem the offer addresses

Patients forget most of what they hear in an exam room. AHRQ's Health Literacy Universal Precautions Toolkit, citing Kessels (2003), states that up to 80% of the medical information patients are told during office visits is forgotten immediately, and that nearly half of what they retain is incorrect.

AHRQ's response is a set of in-visit habits: limit each topic to one to three key points, use plain language, show rather than tell, and confirm understanding with teach-back. Those habits work inside the visit. They do not travel home with the patient.

A hosted library gives the patient something durable: your explanation of their condition or procedure, in your voice, in the language their household uses, reachable by a link or QR code whenever they need it.

- ✓ One to three key points per topic, stated more than once
- ✓ Plain, nonmedical language a family member can follow
- ✓ A way to revisit the explanation without calling the office



Why your voice

A patient who heard you explain the procedure recognizes your phrasing when they hear it again. A generic presenter asks them to reconcile two explanations; yours asks them to remember one.

How the offer works

Six steps from consent to a patient opening your library on a phone. Each step is as described on [ondoc.dev's How It Works page](#); eligible content and language availability are confirmed before delivery.

1 Consent and setup

- Your permission for photo and voice
- A headshot and your own voice recording
- Your practice branding

2 Cloned voice, still photo

- AI-generated narration in your cloned voice
- Your photo stays still beside the narration
- A talking avatar is not included

3 Choose eligible topics

- Pain management is the first focus
- Condition and treatment explanations
- English and Spanish are separate videos

4 Review before release

- You review narration, photo and branding
- Content is reviewed before patient release
- Delivery is progressive, not instant

5 Hosted patient library

- Practice-branded and OnDoc-hosted
- No patient input or chat at launch
- MP4 export is not included

6 Share by link or QR

- Patients open it on any device
- Revisit after the visit or with family
- Access depends on an active paid term

What to confirm before you decide

A demo is where the general offer becomes specific to your practice. These are the questions worth settling there, split between the content you will give patients and the terms you will sign.

Ask about content

- 1 Which pain topics are eligible today, in English and in Spanish
- 2 How review works before a video reaches your patients
- 3 How progressive delivery sequences the topics you choose

Ask about terms

- 1 How the credit quote is shown before each generation
- 2 What happens to patient links when a paid term ends
- 3 What your consent covers for your photo and voice

Not in the launch offer

A talking avatar, physician script editing, MP4 download, a fixed video count and a delivery timetable are not part of the launch offer. Treat any of those as a future conversation, not a purchase assumption.



- 1 Published prices per physician, as listed on ondoc.dev/pricing in October 2026
- 2 One credit buys one finished voice-only minute, rounded up once per video

Monthly \$200 with 100 credits, or annual \$2,000

Monthly plans include 100 generation credits per paid period; unused credits expire at period end. Annual plans include the full eligible bilingual specialty library and actual additions during the paid term, in the order you choose. English and Spanish count as separate videos.

- ✓ Top-ups: 25 credits for \$20, 100 credits for \$60; expire 12 months after payment
- ✓ Agency-sponsored physicians: \$100 per month with 100 credits, or \$1,100 per year
- ✓ Approved corrections and clinical updates to existing videos are included on active plans
- ✓ An active paid subscription is required to spend credits

References

- 01** **AHRQ. Health Literacy Universal Precautions Toolkit, 3rd Edition. Communicate Clearly: Tool 4. Research finding attributed to Kessels RPC, J R Soc Med 2003;96(5):219-222.**

<https://www.ahrq.gov/health-literacy/improve/precautions/tool4.html>

- 02** **OnDoc. Pricing: physician subscriptions, generation credits and agency partner terms, as published October 2026.**

<https://ondoc.dev/pricing>

- 03** **OnDoc. How It Works: consent and setup, eligible content, review and release, hosted sharing.**

<https://ondoc.dev/how-it-works>

- 04** **OnDoc. Pain Management: first-focus specialty page describing eligible English and Spanish explanations.**

<https://ondoc.dev/pain-management>

ONDOC · EDITORIAL WORKFLOW

Publishing check

- 1 Save the revision
- 2 Review the content
- 3 Prepare the PDF
- 4 Confirm publication
- 5 Verify the receipt
- 6 Withdraw test content

Synthetic demonstration · October 2026

No patient data or clinical advice

OnDoc editorial illustration (uploaded asset editorial-workflow.png)

Book a demo at ondoc.dev/demo to see the photo, voice and patient-library workflow before deciding.