

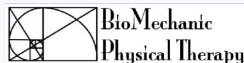


Legacy Risk vs Future Readiness

Your current EMR is holding you back.

System crashes, tedious workflows, and surprise fees cost revenue and burn out staff.

Join 1,000 + therapists already future-proofing their clinics with SPRY.



4.7 out of 5 stars

(85% give 5 stars)



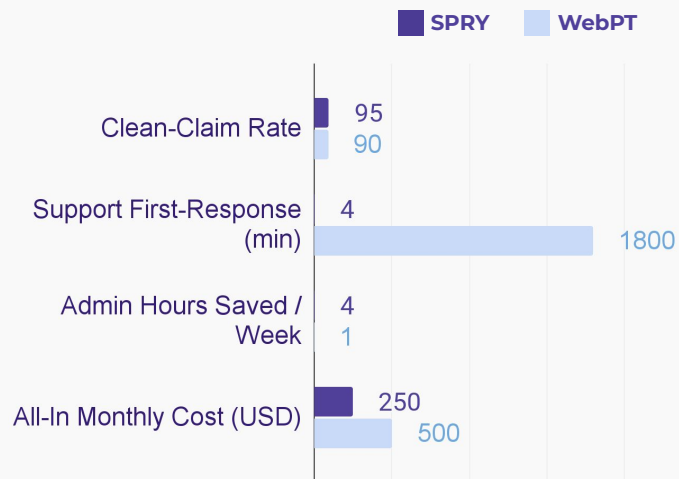
4.8 out of 5 stars

(declining satisfaction)

Overview

	WebPT	SPRY
Founded	2008	2021 (AI-native from day one)
Positioning	"By PTs for PTs," now facing critical gaps	Built for modern outpatient rehab
Platform	EMR + scheduling + Therabill billing + engagement (PXM suite)	All-in-one: scheduling, intake, docs, billing, analytics
Tech Issues	AWS-related outages, sluggish UX, weekly slowdowns	99.9% uptime, zero reported outages
Support	Email-only, 30-day response times	24/7 multi-channel, 3-minute response time
Billing	Therabill add-on, claim delays	Native RCM, 95% clean claim rate
AI	Limited partnerships (Intel, Prediction Health), no native AI	Native AI Scribe, smart macros, templates
Analytics & BI	Fragmented: reporting split between EMR, billing, and add-ons	Unified: real-time dashboards + billing analytics in one platform
Pricing	\$300–500+/mo with add-ons	Flat \$150/PT/month (based on appointment slabs); no hidden fees
Growth	Mature, slower innovation, declining CSAT	153% ARR growth, G2 #2 ranking

SPRY vs WebPT — Performance Snapshot



*Reflects negligible time savings reported in reviews; WebPT does not publish a figure. WebPT data inferred from user reviews and public pricing; SPRY benchmarks from internal data.

Marketing Claims

“Lightning-fast EMR.”



8–10 min SOAP notes; frequent outages

“All-in-one PXM platform.”



Modules stacked: EMR + separate Therabill, HEP, reminders

“AI cuts documentation by 50%.”



Prediction Health (now Prompt-owned) is separate; unverified 50% time savings claims—notes still slow

“Built by therapists, for therapists.”



PT-centric templates but UI “unchanged since 2008,” visual clutter, steep learning curve

“Comprehensive analytics & 5–10× ROI.”



Analytics add-on with hourly refresh; users struggle with delayed, static dashboards

User feedback based on G2 and Capterra reviews

Why Switch from WebPT to SPRY



Purpose-Built for Rehab

Flat pricing, no hidden fees, unlimited support with <3-min response, guaranteed zero-downtime migrations.



Configure in Hours, Not Months

Instant changes via drag-and-drop templates, no-code billing rules. Real-time updates by location/therapist/specialty. No IT tickets or waiting.



All-in-One Platform (Native, In-House RCM)

Unified scheduling, intake, documentation, and RCM engine—no third-party billers or exports. Full dollar visibility in real time.



Automation That Pays (& Saves)

AI notes (4 mins), real-time eligibility, payer-specific claim scrubbing. Save 103+ admin hours/therapist/month, achieve 95%+ clean claims.



Transparent Pricing, Support You Can Trust

Flat pricing, no hidden fees, unlimited support with <3-min response, guaranteed zero-downtime migrations.

The Bottom Line: While others force you to adapt to their limitations, SPRY adapts to how you actually work—then automates the rest.

Voices from the Field: WebPT Customer Frustrations

System Reliability Crisis



"The platform blacks out every now and then. So we have to keep paper charts."



"I cannot stand the frequent glitches, system outages, and the 'smart text' input that erases all typed data (happened to me 4 times today already)."



"WebPT is down more times than we wish for... there are times when I am unable to access my notes and schedule all day."

Support Breakdown



"The support team takes too long to fix even minor issues. It's frustrating when you rely on the system daily."



"45-minute wait on hold... no answer on an urgent billing issue."

Hidden Cost Trap



"We don't have one system that's integrated. The billing system does not talk to WebPT."



"The pricing structure is confusing with too many add-ons for basic functionality."

Documentation Frustration



"The transcription into the SOAP note on WebPT... it's just more trouble than it's worth."



"Cannot save work in progress" (major workflow issue)

What makes SPRY different from WebPT?

Everything you need to run—and grow—your clinic on one AI-first, in-house RCM platform.

Category	WebPT: Built for Yesterday's Challenges	SPRY: Built to Adapt with You
 Customization & Adaptability	✗ Frequent outages disrupting revenue and patient care	✓ 99.9% uptime protects revenue and experience
 AI & Documentation Efficiency	✗ Manual 8-10 min SOAP notes with no native AI ✗ Static templates, repetitive input ⚠ Reports of “slow, cluttered UI”	✓ AI Scribe: 5-min evals, 2-min notes ✓ Smart templates by payer/condition ✓ 99% AI accuracy, autosave, no checkbox fatigue
 Total Cost of Ownership	✗ \$300–500+/mo with à la carte pricing ✗ Extra charges for setup, support, training	✓ \$150–250/mo — flat, all-in-one pricing ✓ Free migration + onboarding (worth \$25K+)
 Revenue Cycle Management	✗ Separate Therabill delays billing & claims ✗ Manual workflows, slower collections ✗ No live claim visibility	✓ Native engine, 95% clean claims ✓ 40% faster reimbursements ✓ Real-time claim scrubbing + tracking
 Support & Partnership	✗ 30-day email-only support delays ✗ No live phone support, limited hours ✗ Fixes take 6+ weeks; updates lack clarity	✓ <3-min avg response (Slack, phone, email) ✓ 24/7 support + dedicated CSM ✓ #1 Relationship Index score (G2 2025)

What makes SPRY different from WebPT?

Everything you need to run—and grow—your clinic on one AI-first, in-house RCM platform.

Category	WebPT: Built for Yesterday's Challenges	SPRY: Built to Adapt with You
Customization & Adaptability	<ul style="list-style-type: none"> ✗ Rigid templates, long vendor delays ✗ Fees for basic changes 	<ul style="list-style-type: none"> ✓ Unlimited custom fields, templates, macros ✓ No added cost, 3–4 day turnaround or self-service
Technology & Innovation	<ul style="list-style-type: none"> ✗ Legacy codebase, limited mobile UX ✗ Slow CMS/regulatory updates 	<ul style="list-style-type: none"> ✓ Mobile-first UI, modern infrastructure ✓ Monthly feature releases, proactive CMS updates
Migration & Implementation	<ul style="list-style-type: none"> ✗ Risk of downtime, long onboarding, setup fees 	<ul style="list-style-type: none"> ✓ 2-day onboarding, zero-downtime migration ✓ Free data import with guaranteed integrity
Analytics & Reporting	<ul style="list-style-type: none"> ⚠ Analytics via paid add-ons (e.g. PredictionHealth); hourly refresh ⚠ Limited drill-down 	<ul style="list-style-type: none"> ✓ Built-in BI dashboards, real-time insights ✓ Conversational queries + custom KPIs
Specialized Features	<ul style="list-style-type: none"> ✓ Work Comp supported ⚠ Tools are fragmented across modules ⚠ HEP via Keet (extra cost, mixed feedback) ✗ PT-only templates 	<ul style="list-style-type: none"> ✓ Built-in Work Comp workflows ✓ Unified digital intake, kiosk, reminders, portal ✓ Native HEP with rich library + mobile app ✓ PT/OT/SLP support + configurable workflows

From WebPT Frustration



SPRY Confidence

What PTs Say About WebPT

"6 weeks and still no fix—ticket under review. No live help."

"Modifiers flipped, claims denied. Reason #187 we left."

"Insurance info wrong—we had to stop treating."

"It's down again—can't even log in."

4.2 ★

What PTs Say About SPRY

"Support replies in minutes—best decision we made."

"Frequent updates never break our workflow."

"Eligibility, billing, reports—flawless so far."

"Scheduling + billing + docs = huge time savings."

4.8 ★



Excel Therapy (Florida)

Previous System: WebPT → SPRY

Challenge

Frequent outages, slow billing

Result

- **\$50K** monthly revenue increase
- **24-hour** claim processing
- **100% uptime** post-SPRY
- Full migration in **2 days**

"We spot trends early, optimize operations, and see measurable growth."

Bryan Davis, DPT
Co-Owner, Excel Therapy



Motion Physical Therapy (California)

Previous System: WebPT → SPRY

Challenge

Rigid workflows, no automation

Result

- **95%** clean claim rate
- Fax-to-claim in **seconds**
- **Custom workflows** live in days

"Fax AI transformed our process. Auths now take seconds."

B3 Pataria
Founder of Motion PT



OC Sports & Rehab (California)

Previous System: Athena → SPRY

Challenge

EMR migration worries

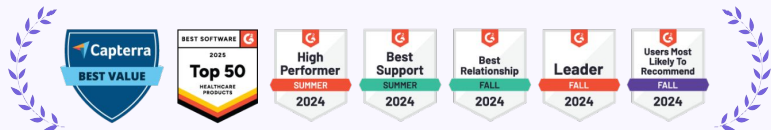
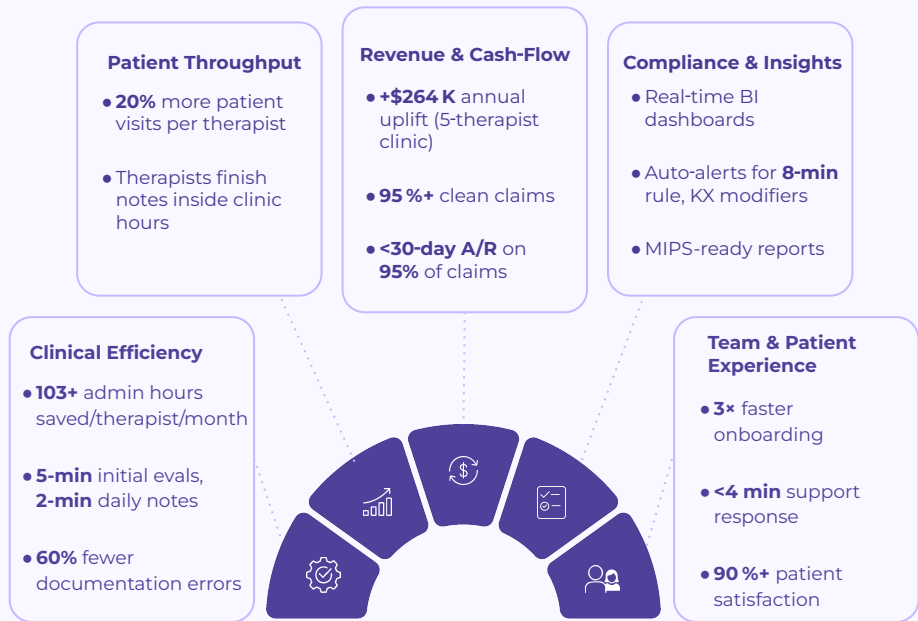
Result

- **Zero downtime** migration
- **Instant billing** + collection setup
- **100% config** on workflows

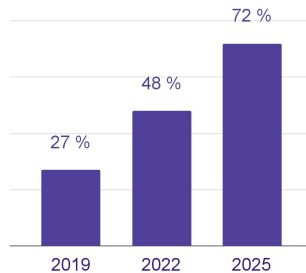
"The migration was flawless. SPRY ran everything."

Cary Costa
Owner, OC Sports and Rehab

Outcomes Clinics Achieve With SPRY



Analysts Agree: Automation & Native RCM Are Redefining Rehab IT



“UX and automation are top unmet needs in outpatient care.”

— KLAS Emerging Solutions Top 20, 2024

“Clean-claim rates above 95% are now table stakes for leading RCM vendors.”

— SelectHub Medical Billing Comparison, 2025

“Clinics are actively seeking platforms that unify intake, documentation, billing, and RCM—natively.”

— Modern Healthcare IT Buyer Trends Report, 2024

SPRY's Transparent Pricing vs. WebPT's Add-On Stack

WebPT (1 Provider)

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- Base EMR (Lite): **\$90/mo**
- Billing (Therabill): **\$99/mo**
- Scheduling, Portal, HEP: **\$100–175/mo**
- Setup: **\$200–500 one-time**
- **Total: \$300–500+/mo**

SPRY (1 Provider)

.....

- All-inclusive: **\$250/mo**
- No setup or migration fees
- Unlimited usage & support
- Fully configurable
- **Eligibility + Prior Auth module** runs independently — even for teams staying on WebPT

Ready to grow faster? [Book your 15-min ROI consult today](#)