zanda

Run Your Practice, Your Way

All-in-one health practice management software that makes your life easier.

zanda

THE ZANDA DIFFERENCE

Get to Know Zanda

Before we dive into the details, here are four key reasons why Zanda is the trusted choice for health practices worldwide.

1 Most Loved

With 1000+ reviews on independent platforms, Zanda has earned a reputation as the top-rated choice for health practice management. We stand behind our software with a money-back guarantee, no lock-in contracts, and incredible customer support.

2 Most Secure

Zanda is built with security at its core and is one of the only practice management systems to be ISO 27001 certified and audited for compliance with HIPAA, GDPR, and other global data protection standards. With customers worldwide, we meet the strictest requirements in each region, providing you with the strongest security possible.

3 We 'Get' Practice Management

Built by practitioners, for practitioners, Zanda is software with soul. We understand what it's like to run a health practice, and know how the right system can reduce admin and streamline operations.

Whether you're just starting out or already running a large practice, Zanda offers intuitive workflows, a complete operations manual, hundreds of templates, and lots of time-saving features to help you work smarter to make practice management more enjoyable.

4 Built to Last

We've seen many software companies come and go, but Zanda is 'battle-tested' with a 15-year track record and 99.9% uptime, serving thousands of practices across 23+ countries. We have no external investors demanding short-term profits, and we don't depend on future investment rounds to survive. Zanda is gimmick-free with a solid business model, providing a dependable service and great value at a fair price.

THE ZANDA DIFFERENCE

Built by Practitioners, For Practitioners

We've been in your shoes, so we know how personal your practice is.

Zanda was founded when our co-founder, Damien, and his wife opened their private psychology practice and saw an opportunity to create a platform designed to streamline admin tasks and enhance the experience for clients, admin teams, and practitioners.

Of course, there's more to this story, but it's safe to say we know what it's like to run health practices, and Zanda is designed to make everything easier.

We believe in your capabilities and don't want you to slow down for anything.

Our team is made up of people who understand the joys and challenges of running a practice. And we're here to help you every step of the way.

Buzz Through the Busy Work

Zanda tackles the busy work of practice management by connecting every aspect into one seamless platform, freeing up your time and energy.

By managing the administrative load, Zanda enables you to work smarter, achieve more, and make the most of your day—whether that's more focused time with clients, growing your practice, or spending more time with family.

One Platform, Total Control

Zanda makes running a health practice rewarding and efficient by keeping it simple. From communications to billing, practice operations manuals to telehealth, Zanda covers it all.

Best of all, you don't need to be a tech expert to use Zanda. It's designed to be intuitive and user-friendly—perfect for those who don't live and breathe technology!

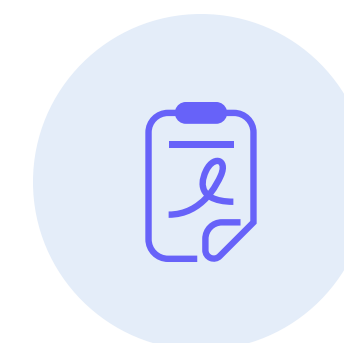| Calendar Management | SMS & Email | Client Management | Operations Manual |
Telehealth	Clinical Notes	Online Forms	Payments & Invoices
Claiming & Billing	Client Portal	Reports & Analytics	Robust Integrations
BizzyAI Assistant	World-Class Data Security	Easy Data Import	And More Features!

Our Features

Zanda is an all-in-one platform that empowers practitioners and admin teams with the tools to manage their practices smoothly.

Calendar Management →

Drag and drop appointments; daily, weekly, and monthly views; toggle practitioner and location views; use the waitlist to fill empty slots; create appointment flags.

Automated Appointment Reminders →

Schedule automatic SMS and/or email reminders and see all client appointment confirmations automatically in the calendar window.
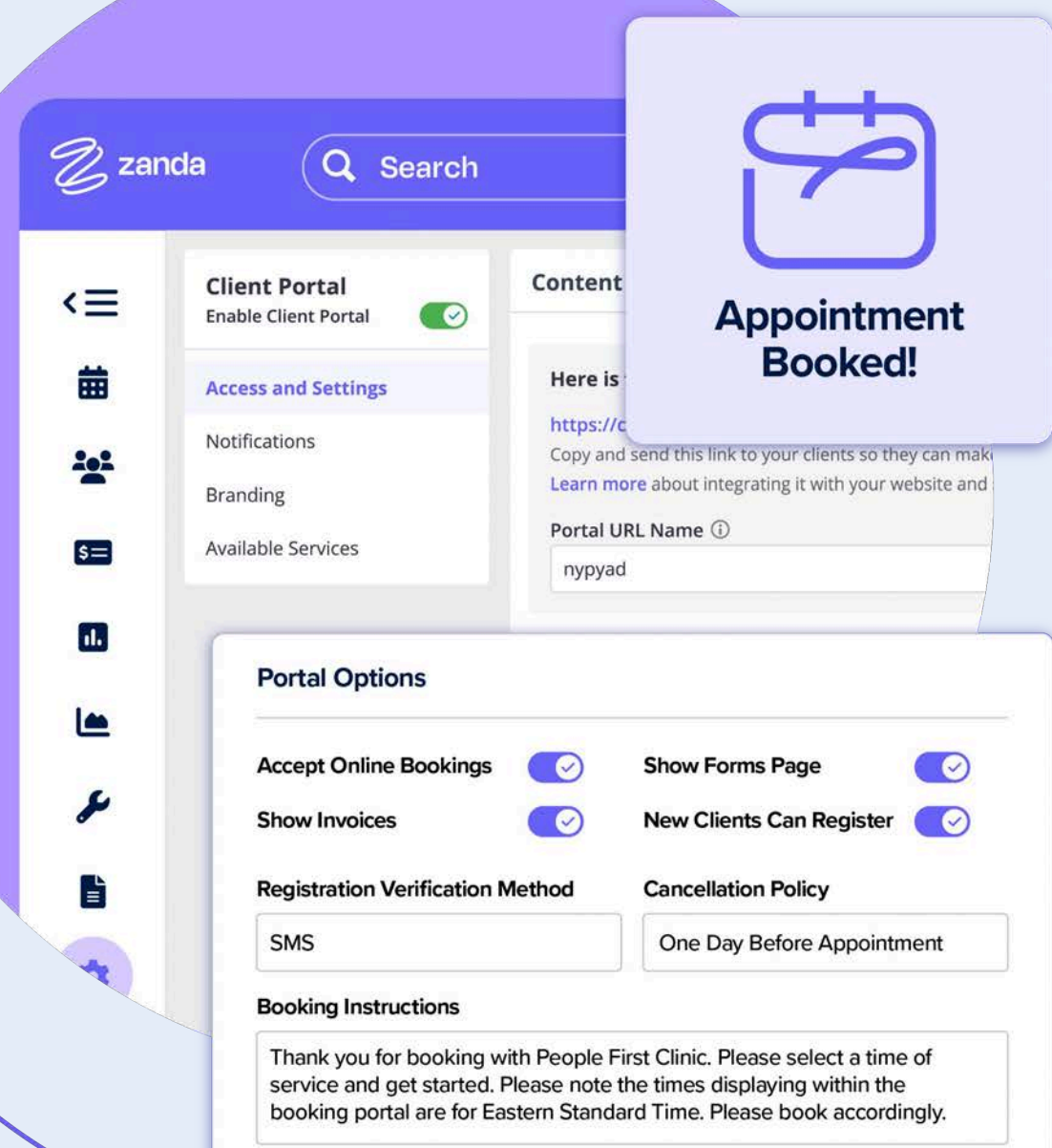
Client Management →

Store client details, referrers, communications, insurance details, toggle user and access permissions, create communications with email and letter templates.
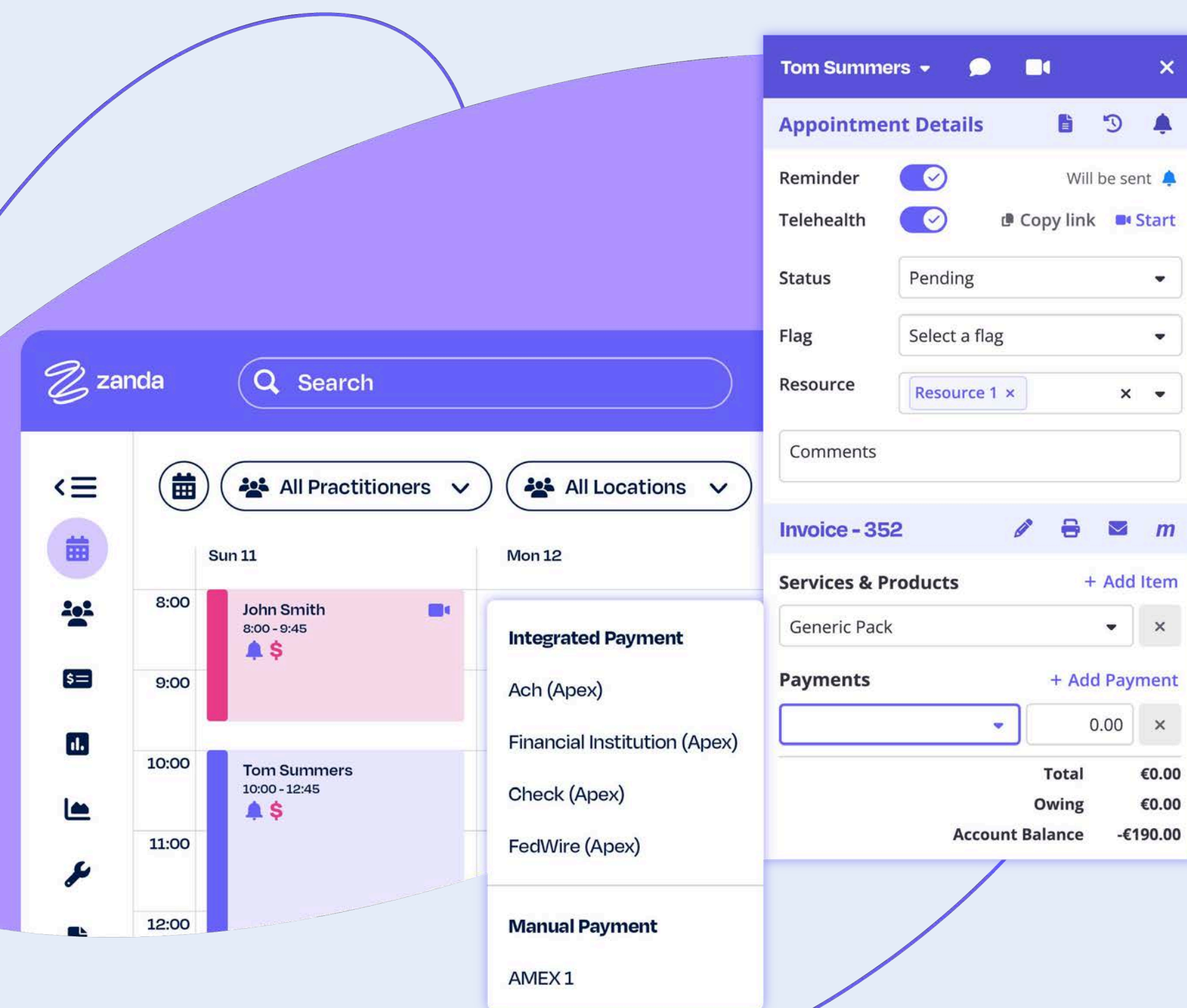
BizzyAI →

Save time in your day with a secure AI assistant built just for healthcare. Transcribe and refine your clinical notes, and get insights about your clients or practice.

Our Features

Clinical Notes →

Configure templates for clinical notes and save them to your template library, or use our pre-made templates as a quick and easy starting point.

Invoicing and Payments →

Manage and collect payments and outstanding accounts; configure and send invoices automatically.

Integrated Telehealth →

Leverage built-in telehealth services powered by Zoom. Create meeting links, screenshare, use virtual backgrounds, whiteboards, and more.

Online Bookings →

Add a 'Book Now' button to your website, enabling your business to take 24/7 online bookings and receive online payments.

Our Features

Online Forms →

Save time with digital intake forms, consent forms, and more. Create forms using existing templates from the Zanda template library, or make your own from scratch.

Integrated Insurance Claiming & Superbills (US) →

Generate and send Superbills automatically and process insurance claims with Zanda—set up automatic form filling and generate CMS-1500 claim forms.
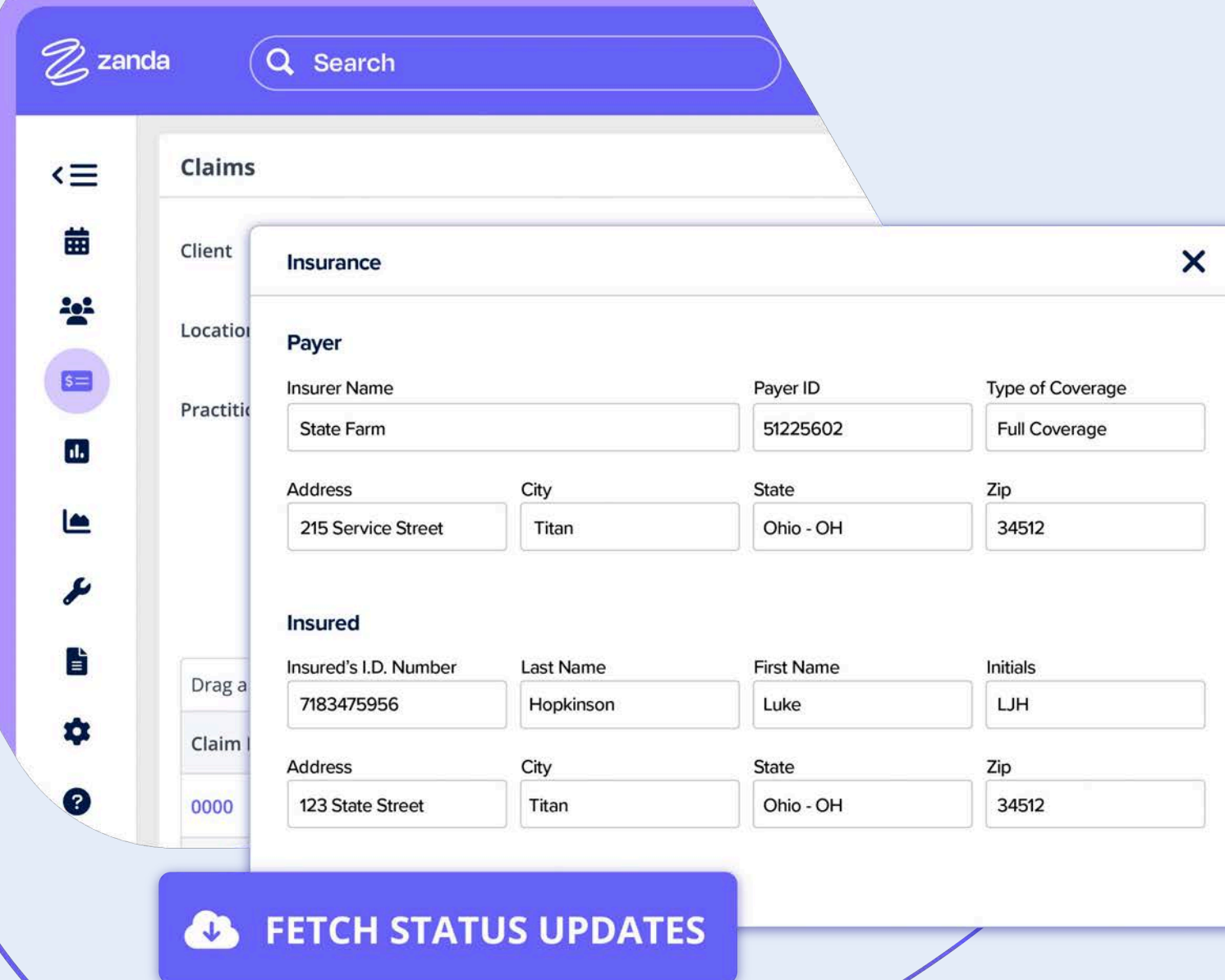
Integrated Medicare & NDIS Billing Features (AU) →

Link directly to Medicare and Tyro for quick and easy claim submissions, efficient NDIS bulk billing, patient claims, DVA claims, and rebate processing.
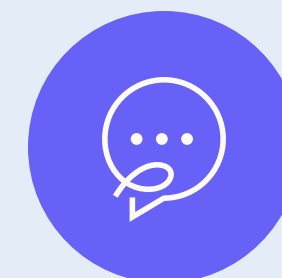
Two-Way SMS Messaging →

Communicate with clients instantly via text message with the SMS panel—conveniently accessed from the main calendar view.

Our Features
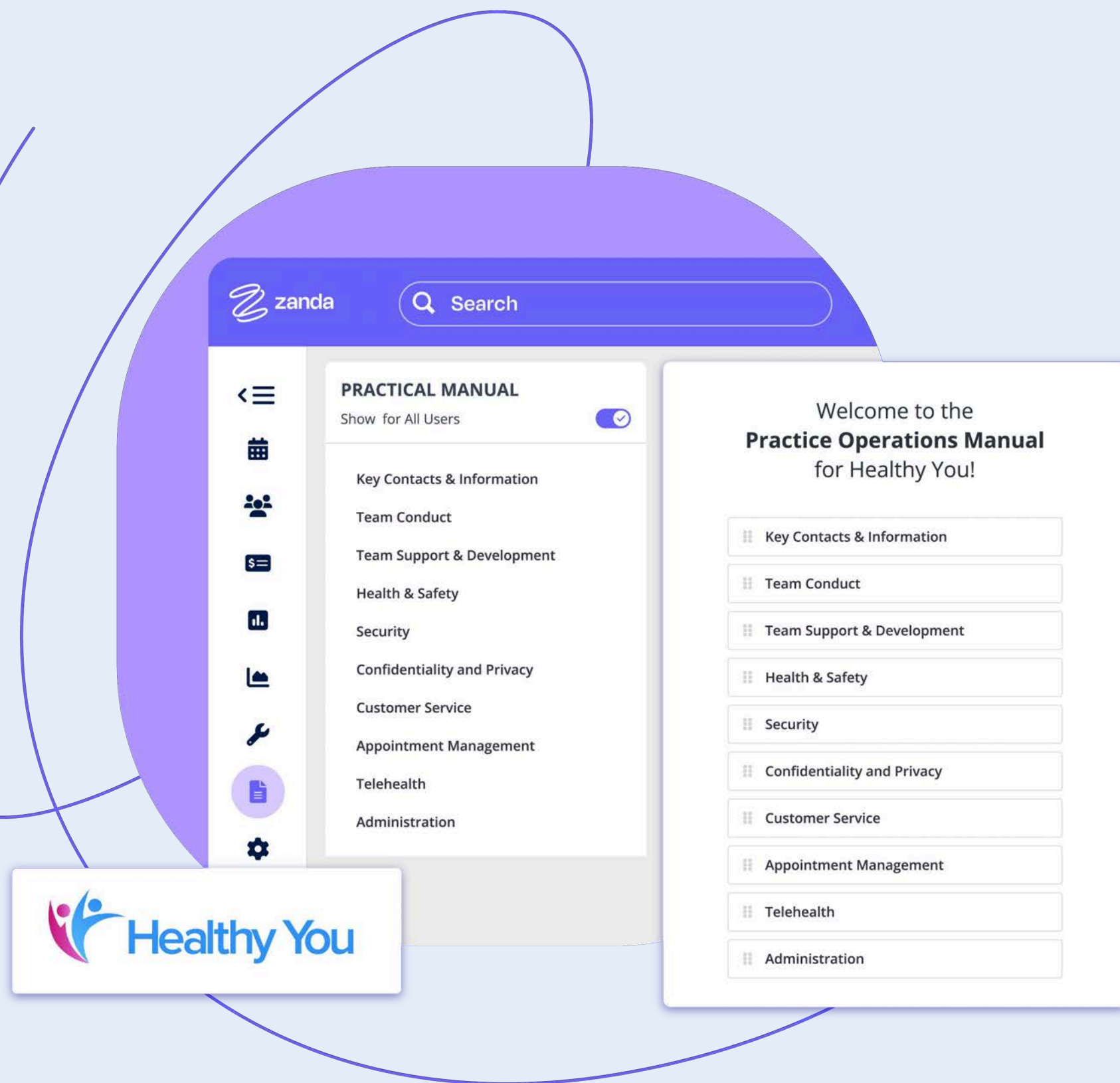
Seamless Device Sync →

Access your information and manage your clinic from anywhere, on any device—desktop, phone, or tablet.

Practice Operations Manual →

Create and store your policies and procedures in Zanda, ensuring all your staff are on the same page. Over 100 configurable templates included.

Reports & Analytics →

Monitor and analyze financials, client details, and clinic activity with over 26 different reports. Use the dashboard for a quick overview of your clinic activity.

Certified Data Security

Security permeates everything we do—from how our software is built and used, to the way we operate as a company.

Learn more

ISO 27001 Certified

Zanda is certified with ISO 27001—the most important global security standard for practice management software. We are one of only a few practice management software systems to achieve this certification.

This international standard is an external verification that recognizes our commitment to ensuring the highest global security standards for healthcare data. Being ISO 27001 certified means that Zanda has implemented strict security measures to prevent unauthorized access, theft, and corruption of sensitive information.

Backup and Encryption

All Zanda data is backed up hourly to separate storage devices, and an additional separate daily backup is made to AWS S3 storage. All data is encrypted at rest using AES-256 encryption.

Active System Monitoring and System Availability

Security systems monitor activity in real time and identify any patterns that would indicate possible security threats. Any suspicious or unusual activity is flagged for immediate review by our technical team.

The Service Level Agreement with our primary data center partner, AWS, includes a 99.9% uptime assurance.

Technology Updates

As technology constantly evolves, we are continually updating our infrastructure, security systems, and software to ensure we are also providing the highest levels of protection for our customers.

Privacy and Data Compliance

We implement a governance, risk, and compliance platform to ensure our ongoing compliance with security frameworks and privacy regulations.

Learn more

Compliance

Our security and privacy measures ensure compliance with the relevant regulatory requirements in the main markets we operate in: Australia/New Zealand, the UK, Europe, South Africa, the USA, and Canada. This includes compliance with GDPR and HIPAA.

We closely monitor changes to regulatory environments and make system and policy adjustments as needed. Additionally, we comply with the relevant international legislation concerning Data Privacy and Breach Notification Requirements, including the circumstances, details, and timing of notifying affected users.

Credit Card Processing and PCI Compliance

Payment Card Industry Data Security Standards (PCI DSS) sets the international security standards for the payment industry. We enable customers to process credit card payments via a secure integration with Stripe—a certified PCI Service Provider (Level 1).

This is the highest level of certification available. We do not store your clients' credit card details.

Ownership of Data

At all times, our customers retain 100% ownership of all data related to their Zanda account. This includes all client records, past and future appointments, and financial information. We help our users manage their data, but they always remain in control of their data.

Data Removal

If a customer decides to discontinue using Zanda at any time, they can request the removal of all information related to their account from the system. This will be completed within 7 days of the request.

Privacy and Data Compliance

Zanda is certified and/or compliant with the following security and privacy standards:

ISO 27001 Certified
(Worldwide)

Privacy Act 1988
(Australia)

GDPR UK & GDPR EU
(United Kingdom and Europe)

Personal Information Protection
and Electronic Documents Act
(PIPEDA) (Canada)

Health Insurance Portability
and Accountability Act
(HIPAA) (United States)

California Consumer Privacy Act
(CCPA) (California)

Australian Cyber Security
Centre Member

Protection of Personal
Information Act (POPIA)
(South Africa)

Customer Support

Our dedicated Customer Success Team provides assistance around the clock.

We offer fast support via email, chat, and pre-booked video and telephone calls.

Get in touch with Support

GET STARTED WITH ZANDA

Don't Let Software Slow You Down

We provide video tutorials and detailed help files, as well as an online academy, where you can take various courses about using Zanda, and learn other practice management tips.

Free Training & Ongoing Support

Enjoy ongoing access to our Customer Success Team via chat, email, individual live screen share, video call, or phone call.

Onboarding Education

We'll guide you through setup with a comprehensive onboarding series to ensure you get the most out of Zanda.

Video Tutorials and Knowledge Base

Access our online videos and Knowledge Base articles for detailed information about Zanda, whenever you need it.

Watch tutorials | Knowledge Base

Zanda Academy

Our free Zanda Academy courses are designed to make learning Zanda simple, efficient, and even fun!

Explore Zanda Academy

Importing Your Existing Data

If you're moving from another system, you can securely upload your existing data file, and our data specialists will help you format and import your file into your Zanda account—all for free.

More about data import

About Zanda

Founded in Australia in 2007, Zanda has since grown globally—
now with support teams across the US, UK, and Australia. Made
for everyone, from solo practitioners to multi-location clinics.

NOVEMBER 2010
Changed name to
Power Diary

MAY 2022
Launched the Practice
Operations Manual

JULY 2024
Introduced US
Insurance Claiming

APRIL 2010
Damien & Paul create a
practice management
software (PencilMeIn)

OCTOBER 2012
Launched the Client
Portal

SEPTEMBER 2015
First customer in US

MARCH 2023
ISO 27001 Certified

FEBRUARY 2024
Introduced
Automations

SEPTEMBER 2024
Advanced Clinical
Notes (with Templates)

OCTOBER 2007
Damien opens clinic

DECEMBER 2013
First customer in UK

APRIL 2020
Launched Telehealth
Lite

APRIL 2023
GDPR Certified

MARCH 2024
HIPAA Certified

NOVEMBER 2024
Changed name to
Zanda

JANUARY 2011
First ten customers
in Australia

MARCH 2015
Medicare Integration
(Australia's Universal
Health Scheme)

MAY 2020
Launched Online
Forms

JANUARY 2024
Launched Telehealth
Plus

Brothers Paul Adler and Damien Adler are the founding team behind Zanda.

They began with the software Damien's clinic had been using —a simple system called 'Pencil Me In'—and rebuilt it from the ground up, adding features designed to help practices better serve their patients.

Naming it Power Diary, they combined Damien's experience in running and growing a successful health practice with Paul's 25 years of expertise in managing and scaling technology projects, building the company, customer by customer.

Late in 2024, the name changed from Power Diary to Zanda, to reflect the breadth of practice management features, and commitment to covering everything from "Z" to "A" and back again. Of course, the team is much larger now, with a strong team of developers, customer support, product experts, and more—all passionate about fulfilling the Zanda vision to make health practice management easy and enjoyable.

Built for Health Practices Like Yours

Practice owners, practitioners, and admin teams love Zanda because it helps them be more efficient and, most importantly, more effective.
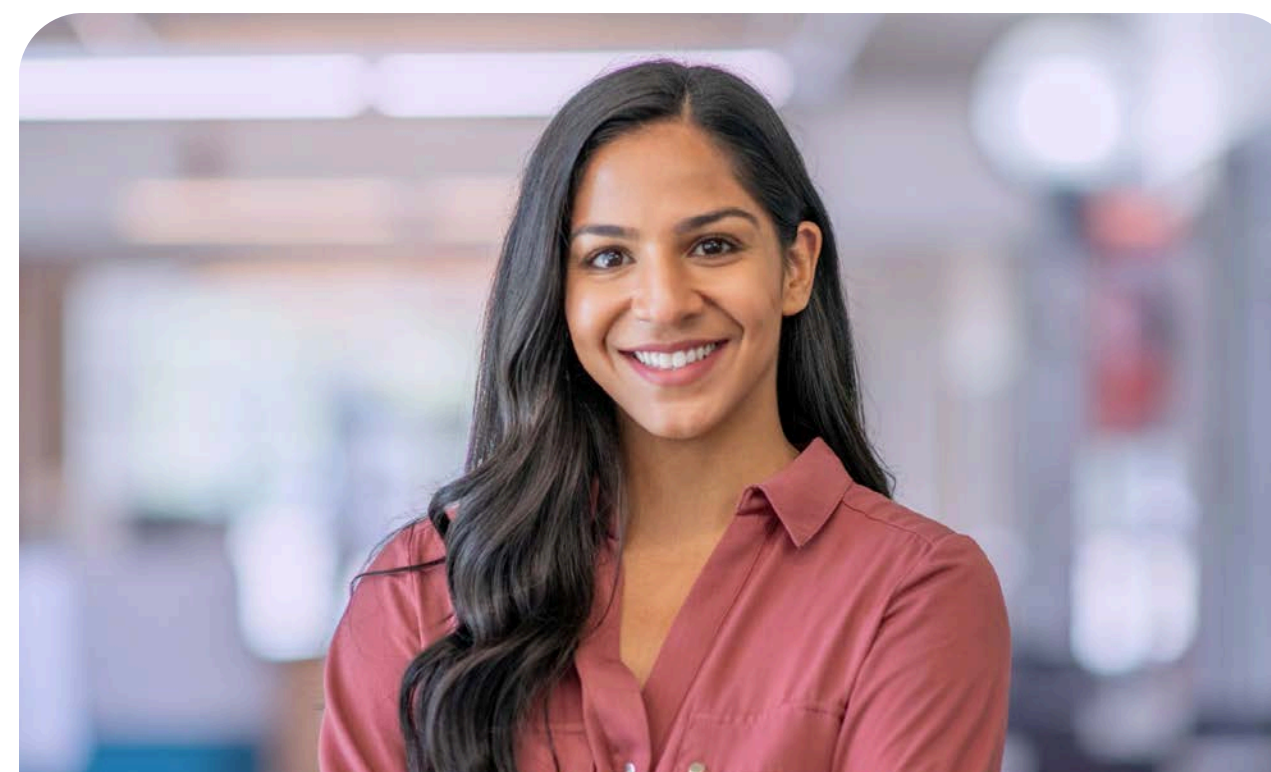
Solo Practices

Zanda is a comprehensive practice management system for solo practitioners with tools including online booking, reminders, telehealth, and waitlist management. These features are designed to enhance efficiency and expand your capacity.

Zanda can act as your admin assistant—if it just saves you one billable hour or one no-show per month, you've covered the cost of the software!
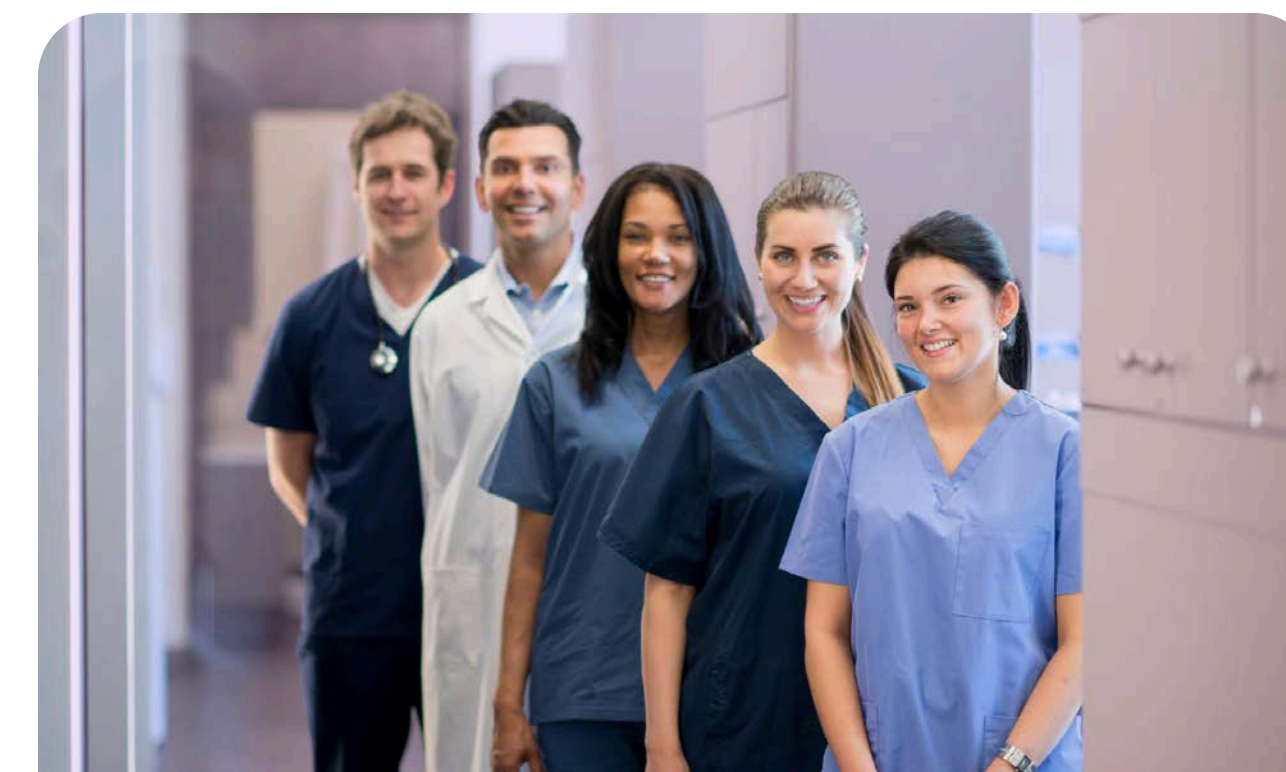
Group Practices

Administrative efficiency is non-negotiable for group practices. Each minute spent on booking, invoicing, and appointment reminders means less time with clients, directly impacting your bottom line. Zanda has all the tools you need to make group practice management easier—in one intuitive platform that your team will love.

As complex as running a group practice can be, Zanda helps you and your team work smarter.

Allied Health Professions We Serve

Psychology

Zanda includes everything you need to run your psychology practice. In fact, one of our co-founders is a psychologist.

Podiatry

Zanda helps podiatry clinics spend less time on administration tasks with automated invoicing and integrated insurance claiming features.

Physical Therapy

Physiotherapy (or physical therapy) clinics turn time-consuming tasks into quick wins with Zanda—which integrates with Physitrack so practitioners can create personalized exercise programs.

Mental Health

Zanda handles scheduling, billing, notes, telehealth, and more–so mental health professionals can focus on delivering impactful client care.

Osteopathy

Osteopathy practices can manage clinic operations from one platform. A practice dashboard and advanced reporting provide insights for growth.

Massage Therapy

Zanda includes an online booking portal that allows massage therapists to accept appointments 24/7.

Speech Therapy

Speech pathologists use Zanda to manage their busy schedules. It's simple to record and link family information.

Chiropractic

Chiropractic clinics use Zanda to manage appointments with auto-reminders that update the calendar with confirmation replies.

Find out how Zanda makes practice management easy for allied health professionals worldwide.

See all professions

Meet Our Co-Founders

Damien Adler
Co-Founder & Head of Customer Success

Damien has been a registered psychologist since 2003 and has a background in health administration, previously holding senior positions in the public health sector. Damien and his wife (also a psychologist) built a busy group private practice, where he first discovered his passion for using technology to make life easier for health practitioners.

Damien is known publicly through his 10+ years of regular guest segments on ABC Radio, as a public speaker and corporate trainer, and as a contributor for various TV, radio, and print outlets.

"We're passionate about supporting the provision of healthcare services. As the industry evolves, we're improving our system to make it easier for our customers to run and grow their health practice."

Paul Adler
Co-Founder & Chief Technology Officer

Paul is a seasoned technology entrepreneur. He previously started a computer support business (with $200 and his bedroom as an office), which he then developed into Australia's largest tech support company.

Paul has made the BRW Fast 100 list three times, and won the Victorian Young Entrepreneur of the Year Award, the Telstra & Victorian Government Small Business of Year Award, The Age Best IT Business award, and the My Business Magazine Young Guns in Business Award. He has served as a member of the Federal Government Small Business Advisory Council for five years, and has been featured in various publications.

"At Zanda, we care about building quality software. We put a lot of thought into making sure our platform is reliable, secure, and simple to use."

Happy Customers Forever

Helping practices to be successful is at the core of everything we do, so we introduced the Happy Customers Forever initiative.

Learn more

Pay-As-You-Go

Zanda accounts are paid monthly, as-you-go. There are no annual pre-payments, renewal fees, or support charges. Unlike most systems, Zanda doesn't require customers to pre-pay for SMS use. Rather than having money tied up in pre-purchased SMS credits, we invoice SMS use retrospectively, so that you only pay for the SMS services you use.

Easy and Free Data Exports

Our policy is that customers always own their data; it belongs to them. Practices can export a full copy of their data anytime using the data export tool available in all accounts. This service is completely free and designed to be intuitive and easy.

No Lock-In Contracts

We don't believe in using tricks, catches, lock-in contracts, minimum periods, or cancellation fees to retain customers. Customers are totally free to cancel their accounts at any time.

Money-Back Guarantee

All Zanda accounts are covered by a 100% money-back guarantee for the first 12 months. That means, if at any time during the first 12 months, the customer thinks Zanda isn't right for them, they can cancel their account, and we'll refund 100% of their Zanda subscription fees.

Read Our Reviews

Zanda is consistently rated as one of the best practice management software options available.

Read the reviews

G2 CROWD ★★★★⯨ | **4.7** (196 REVIEWS)

★Trustpilot ★★★★⯨ | **4.6** (434 REVIEWS)

GetApp ★★★★⯨ | **4.6** (191 REVIEWS)

Software Advice. ★★★★⯨ | **4.6** (191 REVIEWS)

Capterra ★★★★⯨ | **4.6** (191 REVIEWS)

What Customers Are Saying

See more reviews

"I've used a number of different practice management systems and there's no doubt that Zanda is best in class."

Dr. Ryan Kaplan, Clinical Psychologist
Be Psychology and Mental Health

"Very easy to use. Interfaces with Xero, and Medicare and MailChimp. So convenient to use from an iPhone or iPad too!"

Amanda Mannes, Dietitian & Nutritionist
Accept Health

"Great easy booking system – love that I can do reports, store patient notes, send emails, invoices and write letters. Has made my business seamless!"

Sarah Sealey, Physiotherapist
Amity Physio Pilates

What Customers Are Saying

See more reviews

"Quick and easy! Makes payments and Medicare rebates so simple and fast you might rethink your need for an admin assistant. I did."

Dr. Alanda Thompson
Sunshine Psychology

"It's been the best program to use. I have a colleague in another practice who wishes they were on it, as it makes life a whole lot easier."

Raymond Inkpen, Principal Clinical Psychologist
Psi Balance Psychology

"Very simple. The support has been prompt and helpful. Clear interfaces. Would recommend to any similar business."

Antony Choice
Sports Massage & Injury Management Clinic

Software With Soul

Zanda was created by people who genuinely care about the success of your health practice. Our team is made up of people who understand the joys and challenges of running a practice, and we pride ourselves on our personal service.
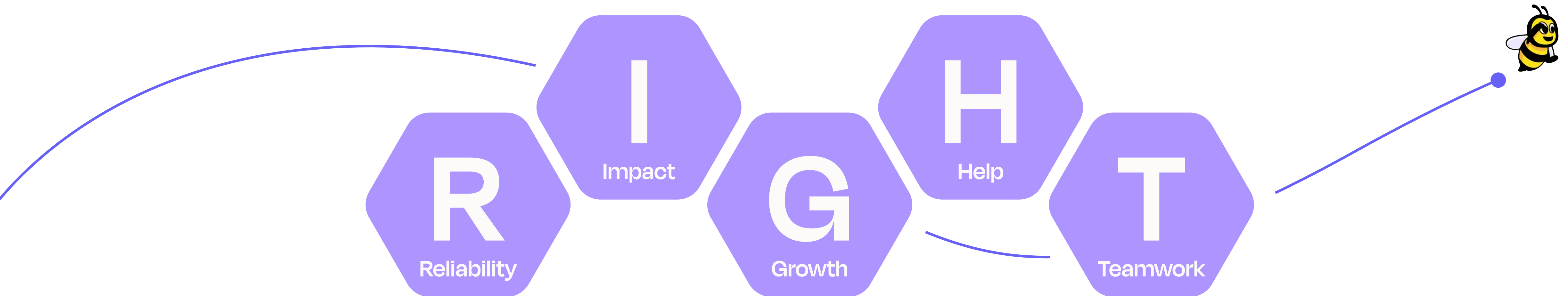
Our approach is rooted in authenticity, turning empathy into meaningful action that makes your day easier. And our team is here to help you every step of the way.

OUR MISSION

Make health practice management easy and enjoyable.

Our Core Values

At Zanda, we're committed to doing things RIGHT.

R Reliability

I Impact

G Growth

H Help

T Teamwork

Reliability

Customers trust us because of our positive reputation—and we never take this for granted. We build trust by consistently prioritizing the long-term interests of our customers and delivering on our promises.

Impact

We are passionate about delivering easy-to-use, sustainable solutions that maximize value and drive positive change for our customers and the impact they have on their communities.

Growth

We are innovative, creative, and believe in continuous evolution in everything we do for customers. We embrace feedback and input as an opportunity to learn, iterate, and improve.

Help

Our goal is to support our customers and help them create the health practice they imagined – ultimately helping more people get the care they need. We value simplicity and communicate with empathy.

Teamwork

We create a team of superstars by driving high standards with each other. We thrive on transparency, equality, collaboration, and feedback, empowering our community and customers to reach their potential.

Our Formula for Empowered Health Practices

At Zanda, our overriding goal is to create empowered health practices that benefit practice owners, their teams, and their communities.

Behind our software is our formula for "empowered health practices".

These six components work together to make health practices become truly successful, whatever 'successful' means to you!

Get the Support You and Your Practice Deserve

Try Zanda for free for 14 days—no credit card required. For more information, contact us at
support@zandahealth.com

Watch a 5-minute demo

Try Zanda for free

START A FREE TRIAL TODAY