



CampDoc Decision Guide

Answering the Key Questions Your Team Will Have About CampDoc



A NOTE FROM OUR FOUNDER & CEO

Choosing the right platform for your camp is no small task. Whether you're managing an established program or just starting out, finding a solution that fits your unique needs can feel overwhelming.

At CampDoc, we get it. Our team is made up of former camp directors, health staff, and advocates who have walked in your shoes. We know firsthand what it takes to run a successful program. This real-world experience is at the heart of everything we do.

That's why we built CampDoc, to help you do more with less effort.

Our mission is to make your administrative tasks easier while safeguarding your participants' health and safety. With CampDoc, you can focus on what matters most: creating great experiences for campers and building connections in your community.

Since 2009, we've helped thousands of camps enhance health and safety, streamline registration processes, and handle the critical behind-the-scenes tasks that drive success. As the only camp management solution with a fully integrated electronic health records (EHR) platform, CampDoc saves time, reduces errors, and helps lower risk for your team, families, and participants.

We believe in transparency. Our goal is to guide you through the decision-making process and help you find the best solution for your needs, whether that's CampDoc or another platform.

If you're wondering whether CampDoc is the right fit, let's chat! We'd love to walk you through the features, options, and pricing. No pressure and no pushy sales tactics. Just an honest, open conversation about what you need and how we can help you get there.

We don't want to be just another software provider; we aim to be a long-term partner.

Thank you for considering CampDoc as part of your journey. It's an honor to support camps like yours that make a lasting impact on children's lives. We're excited about the opportunity to work with you and help make this season one of your best yet!

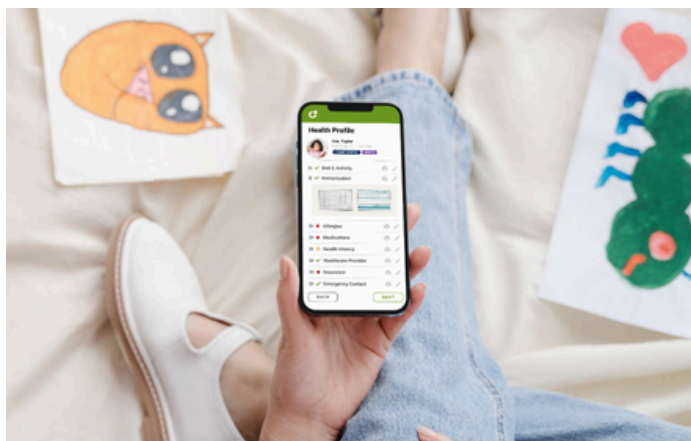


M.D. Michael Ambrose
Founder & CEO of DocNetwork

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9 Things Your Key Decision Makers Will Want to Know

01 What are the main benefits of CampDoc for our organization?

Simplified Operations & Time Savings

Streamline camp operations with an all-in-one platform that automates daily tasks, reduces paperwork, and frees up valuable staff time.

Effortless Compliance

Stay ahead of health and safety regulations with CampDoc's secure storage for medical records, consent forms, and incident logs. Simplify compliance while reducing risks and liabilities.

Confident Families

CampDoc offers families a secure portal to upload health information and receive real-time updates from camp, giving them confidence in their child's well-being and camp experience.

Enhanced Health & Safety

Equip your team with the tools to respond swiftly to medical needs, reduce errors, and help keep campers safe, which builds confidence all season long.

Enhanced Communication

Keep your camp community connected with automated emails and SMS alerts, ensuring timely communication that builds trust and connection.

Increased Bottom Line

Grow your camp's revenue with built-in features like add-ons, merchandise, discounts, donations, flexible payment plans, and extras like [CampGrams](#) and [Oliver Labels](#). Families get more options to customize their experience, while camps unlock new fundraising opportunities.



02 What sets CampDoc apart from other traditional camp software?

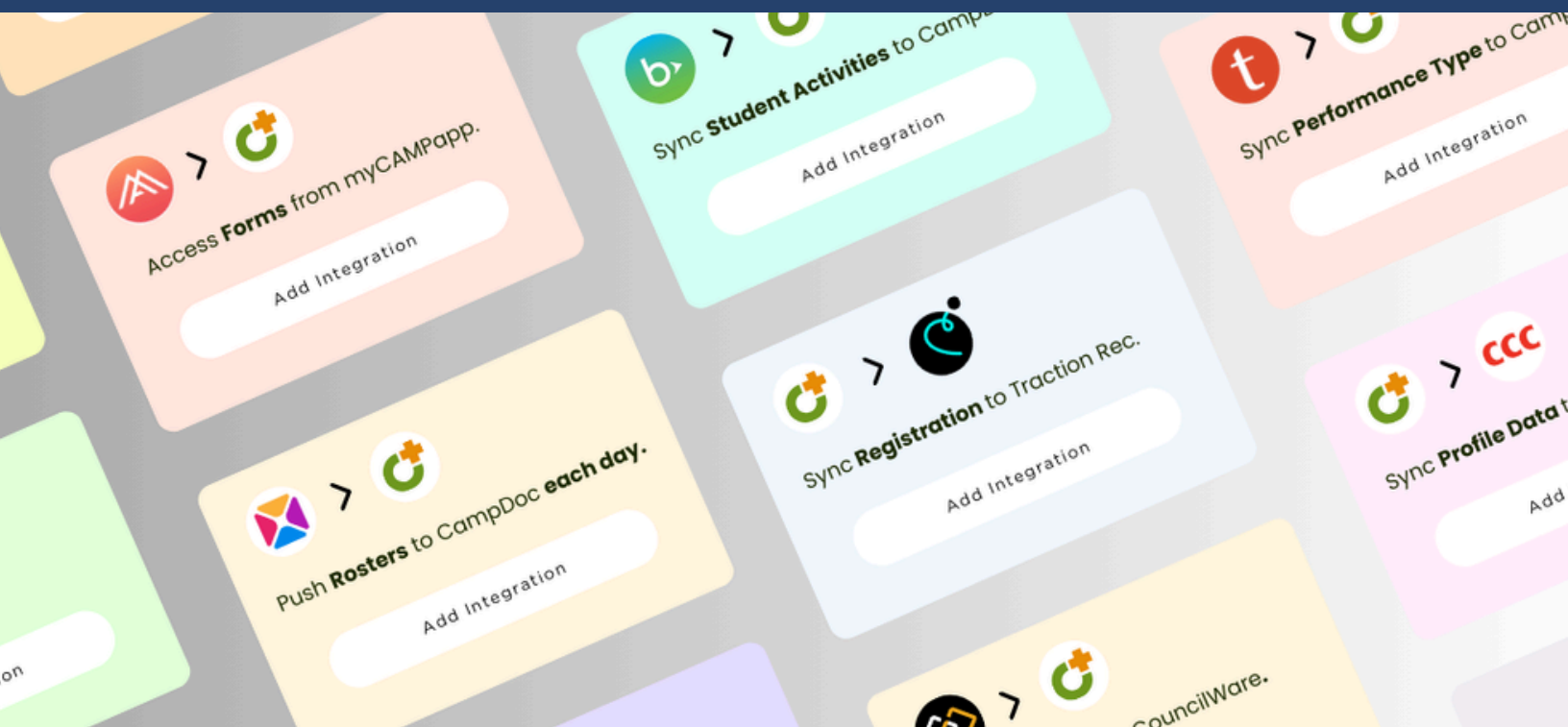
CampDoc is camp management software built to put participant health and safety first. Unlike traditional platforms, CampDoc combines a full camp management system with an integrated electronic health record (EHR). With all the tools you need in one simple platform, managing health, safety, and daily operations has never been easier.

Beyond efficiency, CampDoc is the only camp software that meets high standards in data security (HIPAA, FERPA, and SOC 2). We ensure your participants' data is always protected while prioritizing their health and safety at every step.

03 What does CampDoc's pricing look like?

Our base package starts at \$340 per month for up to 500 participants. For larger programs or more complex operations, we provide customized pricing options to ensure the best fit for your unique needs. In your first year, a one-time implementation fee covers all setup and training, ensuring a smooth onboarding experience for your team. With a one-year minimum commitment, CampDoc lets you reassess your needs annually without multi-year contracts.

Want a personalized quote? Our [sales team](#) can walk you through options and help you find the right fit. We're here to help you find the perfect solution for your program's success.



04 Can CampDoc integrate with our existing software systems?

Absolutely! CampDoc is designed to work seamlessly with the tools you already use, eliminating double data entry and simplifying your day-to-day operations.

We integrate with a variety of platforms, including payment processors, CRM systems, ticketing software, event management tools, membership platforms, and other camp management solutions. This means you can keep using your favorite software while maximizing the benefits of CampDoc.

For larger programs or those with unique needs, our API (Application Programming Interface) provides even greater flexibility. Think of it as a universal connector that allows you to create custom functionality, so you can sync data effortlessly or build tailored connections between CampDoc and your other systems.

Want to learn more? Visit [Integration Page](#) for more information. Need a custom setup? Simply fill out this [quick form](#) to connect with our Sales Team.

05 Is our data safe and secure with CampDoc?

At CampDoc, protecting your data is our top priority. We use industry-standard encryption to keep participants' information confidential and secure, in transit and at rest.

CampDoc has achieved SOC 2 Type 2 and HIPAA certification, meeting high industry standards for data security. This demonstrates strong controls to help protect your data at the highest level, ensuring both general data security and specific health information privacy requirements are met.

For more details about our security protocols, please visit our [Security Policy](#) page or [contact us](#) for specific compliance documentation.

06 How does CampDoc protect health information?

CampDoc ensures your participants' sensitive information is always secure with the highest standards in health data security. Fully compliant with both HIPAA (Health Insurance Portability and Accountability Act) and FERPA (Family Educational Rights and Privacy Act), we safeguard health and educational records with the gold standard of protection.

We use advanced encryption to protect data both in transit and at rest, conduct regular system audits, and implement strict access controls to prevent unauthorized access. By staying up-to-date with the latest regulations and best practices, CampDoc ensures your data is protected while helping you remain compliant with all necessary health data regulations.





07 What kind of customer support does CampDoc offer?

Customer support is included in our flat-rate pricing, providing easy access to assistance for you and your participant families. Our dedicated support team is committed to delivering excellent service. You can reach us through online support tickets via Zendesk, live chat on our Support Help Site, email, or phone. For self-service, explore our Help Center and Training Academy for helpful guides, articles, and videos.

Regular support hours are Monday to Friday, 8:00 AM to 5:00 PM ET, with extended weekend hours during the summer months.

"Great platform, greater staff support" - Giavanna

"Customer support is phenomenal!" - G2 user

"The cus

es!" - Shelley

"Customer service was so quick that it is the main reason I kept the software." - Katie

"Our Supp

customer support staff are wonderful to work with and always prompt in their replies." - Michelle

"The customer supp

"CampDoc's customer support team is helpful, responsive, and so friendly. " - Ariel

"The outstanding custome

Authentic reviews from real CampDoc users, sourced from



08 What ROI can we expect from implementing CampDoc?

CampDoc saves time, improves efficiency, and supports safer day-to-day operations. **Here's what you can expect, based on feedback from CampDoc's customers:**



Camps saving

5-10

hours per week during camp season with CampDoc



In emergencies

95%

of response times are reduced on average



With CampDoc

95.6%

camps report a game-changing boost in efficiency



Families from

97.9%

CampDoc-powered camps say they love using CampDoc

Save Time & Work Smarter

Camps report saving **5-10 hours per week** on admin work in camp season with CampDoc, giving staff more time to engage with campers. In preparation season, they save **1-5 hours weekly**, making pre-season planning smoother and less stressful.

Improve Health & Safety

With CampDoc, **97.6% of camps** experienced **enhanced health & safety**. Emergency response times are cut by **95%** on average, minimizing risk and empowering camp staff to act swiftly and confidently when it matters most.

Boost Efficiency & Go Paperless

95.6% of camps say CampDoc **streamlines operations** and eliminates paperwork headaches. What was once admin overload and back-office chaos is now transformed into smooth, **organized workflows**.

Increase Family Satisfaction

97.9% of camps say their **families love using CampDoc** and **feel more confident** uploading health information, knowing it's secure and accessible. Parents appreciate CampDoc's intuitive design and seamless communication, which foster greater trust and peace of mind.



“Using CampDoc has allowed me to free up my time to work on other projects. It reduced our preparation process from hours to 30 minutes and saved us operating costs.”

**GEORGETOWN
UNIVERSITY**

– Kathleen Tucker, Program Director



[Watch this video](#) from Georgetown University Summer Programs to learn how they reduced admin tasks from hours to 30 minutes and saved operating costs.

09 What do other youth program professionals think about CampDoc?

We’re glad you asked! CampDoc is loved by youth program professionals for being easy to use, packed with powerful features, and commitment to keeping participants safe and healthy.

We’re also proud to be consistently [voted #1 on G2](#) for camp management software. Our users often share how much CampDoc has helped improve their operations and enhance safety for their programs.

Check out our [reviews on G2](#) or [explore success stories](#) from camps that rely on CampDoc every day.

★★★★★
4.7/5 from 137 Reviews

★★★★★
4.8/5 from 192 Reviews

13 Things Your Camp Admin Staff Will Want to Know

01 How many users can we have on CampDoc for our organization?

There is no limit to the number of users you can create with CampDoc. Whether you need to manage a small team or a large staff, you can easily add as many users as necessary to ensure everyone involved in your camp operations has access to the information they need.

02 Can we control who has access to certain information based on their role or department?

Absolutely! CampDoc makes it easy to control who has access to what with a customizable, role-based permissions system. You can create custom roles with specific sets of permissions and assign them to groups or individuals. This ensures that everyone, from administrators to health staff and seasonal staff, only sees the information they need. That keeps data secure and operations running smoothly. Plus, you can update permissions anytime as your program's needs change.



03 How easy is it for staff and families to use the software?

CampDoc is designed to be simple and intuitive for both staff and families. Our user-friendly interface makes navigation easy, allowing families to register campers and complete health forms without frustration. Staff can quickly access the information they need without unnecessary steps or confusion. And if help is needed, our friendly support team and helpful online resources are always available to guide you.

Want to see how CampDoc works? [Schedule a demo today](#) to see CampDoc in action!

04 Can we customize CampDoc to include our logo and branding?

Yes! You can upload your own logo to appear on the login page and throughout the system, ensuring your organization's identity is always present. You can also add a "splash image" to the login page for a more personal touch. If you're using our Online Registration feature, you can also customize the Participant Portal with messages that reflect your brand's unique voice.



05 What types of reports capabilities does CampDoc offer?

CampDoc offers a range of reporting tools to help you access and analyze key data for your camp. You can generate:

- **Standard Reports:** which cover key areas like demographics, health profiles, allergies, medications, and finances.
- **Custom Reports:** allow you to build tailored reports based on specific data from Health Profiles, giving you flexibility to focus on the information most relevant to your camp.
- **Summary Reports:** provide a high-level view, summarizing answers to key questions, such as "Yes" or "No" responses.

All reports can be filtered using the List Builder, enabling you to refine the data and gain actionable insights. These reporting tools help you make informed decisions and streamline camp operations.

06 How does exporting data work, and what formats can we use?

CampDoc makes it easy to export your data in formats that work best for you. You can export data from CampDoc as CSV files, which are ideal for use in spreadsheet programs like Excel and Google Sheets, or as PDFs for print-friendly versions. Whether you're exporting customized reports or medication records from a participant's profile, the process is simple: just find the report, click "Export" or "Download," choose your preferred format, and save the file. This way, you can easily access and share critical data for analysis, reporting, or record-keeping.

07 What resources and training are available to help us get started with CampDoc?

When you start with CampDoc, we ensure you have everything you need to feel supported and confident. You'll be paired with a dedicated [Client Success Team](#) to guide you through setup and beyond, helping you customize the system to fit your unique needs.

Our [Training Academy](#) offers a wealth of resources, including free courses, video tutorials, step-by-step guides, helpful articles, and live webinars, allowing you to learn at your own pace. We also provide on-demand, personalized training services where you can ask questions and work directly with our experts for a hands-on experience tailored to your program's needs.

For ongoing support, our [extensive knowledge base](#) is always available, and our [friendly customer support team](#) is just a call or message away to assist with any questions or challenges. We're committed to making your transition to CampDoc smooth and stress-free.





“With CampDoc, we confidently provide parents with peace of mind, ensuring they feel safe and secure knowing everything is handled with care. We’re big CampDoc fans here!”

 **Camp Thunderbird** – Karen Hester, Health & Safety Director



[Read the Success Story](#) from YMCA Camp Thunderbird on how CampDoc helps keep campers safe and reassures parents.

08 What kind of customer support do you offer if we need help?

Customer support is included in our flat-rate pricing, providing easy access to assistance for you and your participant families. Our dedicated support team is committed to delivering excellent service. You can reach us through online support tickets via Zendesk, live chat on our Support Help Site, email, or phone. For self-service, explore our Help Center and Training Academy for helpful guides, articles, and videos.

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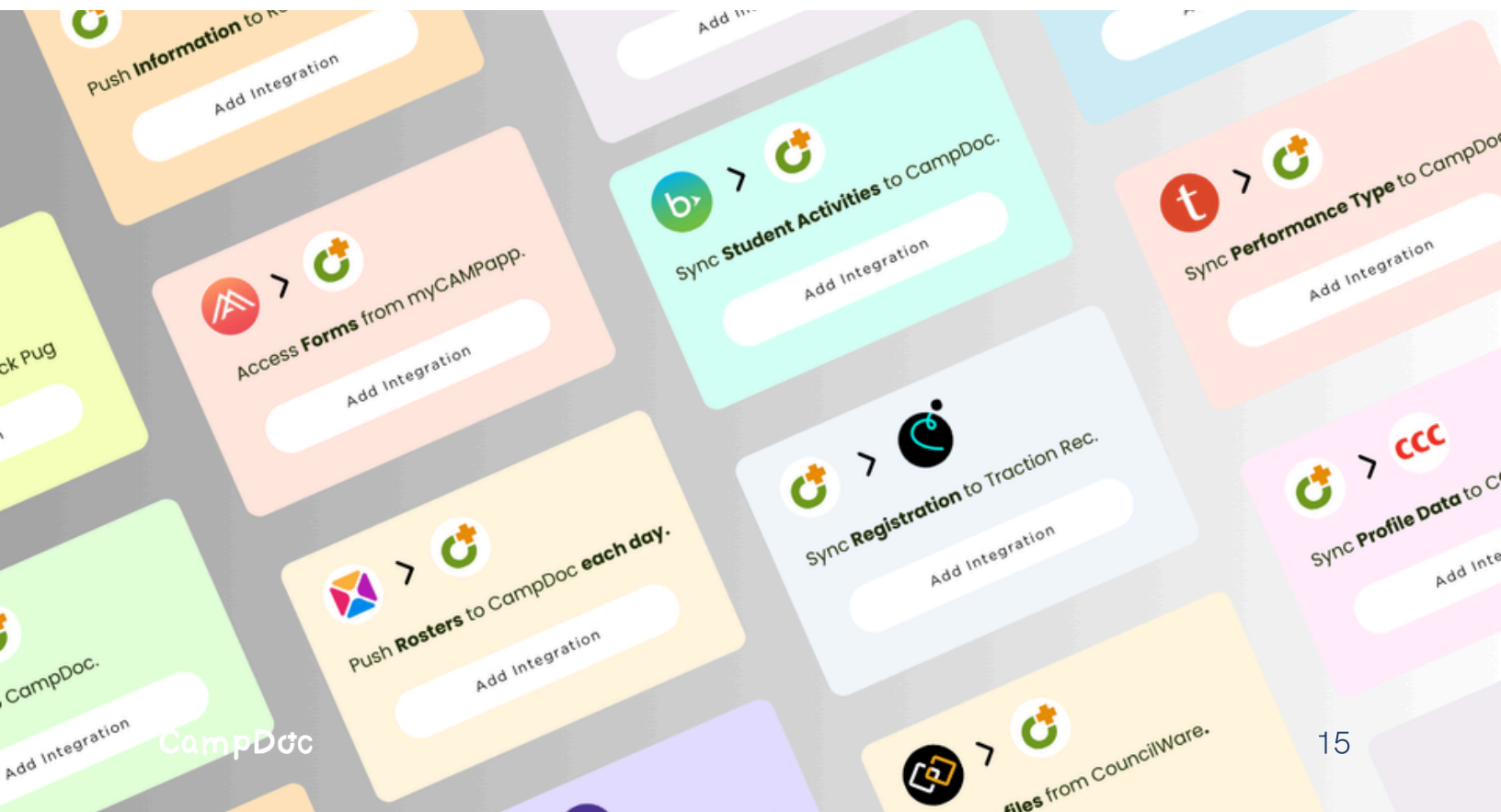
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10 How does check-in and check-out work?

When participants arrive and depart from your organization, your staff can easily check them in and out electronically via mobile devices, generating detailed attendance reports to stay organized in real time.

Check-in and check-out can be done by Trusted Contacts (such as a participant's family member) or Universal Contacts (your authorized staff). You can also track participants at specific activities or programs, allowing you to stay on top of schedules and attendance trends.

Families can add trusted contacts and upload authorized pick-up photos, which helps staff and families feel confident at check-out.

Did you know? CampDoc also offers an audit tool to help you maintain accurate check-in and attendance records. [Schedule a demo today](#) to see how it works!


Attendance

Check In/Out List

CLEAR

Bypass Trusted Contacts

Off

Check In

Check Out

	Anders, John 46% Complete •  1936017 Cabin: Bluejay Bus Assignment: Bus 2 Activity Groups: Rosies Counselor: Chris Color Group: Blue	
	Johnson, Karen 92% Complete •  579861 Cabin: Owl Bus Assignment: Bus 2 Activity Groups: Eagles Counselor: Katie Color Group: Blue	
	Brandon, Linton 66% Complete •  579854 Cabin: Bluejay Bus Assignment: Bus 3 Activity Groups: Eagles Counselor: John Color Group: Green	



“CampDoc increases productivity and allows staff to focus on other priorities like creating a unique and enjoyable experience for campers.”

 **marlene meyersen jcc** manhattan COMMUNITY FOR LIFE – Genna Singer, Camp Director



[Read the Success Story](#) from JCC Manhattan to see how they use CampDoc’s customizable registration portal to ensure safe camper transportation and save staff 10+ hours per week.

11 What level of customization is available for registration?

CampDoc’s [registration portal](#) is fully customizable to meet your unique needs. You can create unlimited sessions or programs tailored to your camp’s specific goals. Each session can be customized with flexible options, including capacity limits, waitlists, coupons, add-ons, exclusive merchandise, donation options, and more.

Additionally, our Early Registration feature allows you to grant exclusive access to select groups before general registration opens, helping you boost revenue and enhance customer satisfaction.

12 How does auto-waitlist work for a fully-booked session?

If a session becomes unavailable during registration, participants can secure available sessions and be automatically waitlisted (if enabled) for full sessions. After completing payment, a confirmation pop-up will display an itemized breakdown of their sessions, including:

- Successfully registered sessions
- Unsuccessful sessions that may have filled up during registration
- Auto-waitlisted sessions, if waitlist functionality was enabled

Participants can add or manage sessions in the pop-up and will also receive an email confirmation for successfully registered sessions.

You can always view your real-time waitlist and manually promote participants from the waitlist as needed.

Registration Summary

Successfully registered for 1 out of 5 sessions, as some sessions are now full. You were charged a new total for successful registrations only. Protection Plans were only purchased for successful registrations.

✓ Registered	CHARGED
• Alex's Acrobatics	
ⓘ Added to Waitlist	NOT CHARGED
• Prashant's Guinea Pig Training Camp • Gavin's Tank Driving Camp	
✗ Not Registered	NOT CHARGED
• Connor's Curling Camp • Jack's Curling	
PAID TODAY	\$350.00
📅 Your Payment Plan has been updated accordingly, and can be viewed on the Account page.	
+ NEW REGISTRATION CLOSE	

13 How does payment plan work?

CampDoc offers flexible, installment-based payment plans that make registration more affordable and accessible for your participants' families, helping to increase your camp's enrollment.

You can easily set up and deactivate payment plans, require them for unpaid balances, and set a specific deadline for completion. A saved payment method must be linked to an authorized user in the participant's profile in order to create a payment plan.



6 Things Your Health Staff Will Want to Know

01 What makes CampDoc the top choice for camp health management?

CampDoc is the only [electronic health record \(EHR\)](#) system specifically designed for camps and youth programs. Developed by camp doctors, nurses, and directors, we understand the unique challenges of managing health in a camp setting.

Our industry-leading technology offers a comprehensive solution for tracking and managing the health of both campers and staff, ensuring safety and well-being while giving you peace of mind. **Key features include:**

	Form & Waiver Collection		Medical Management		Allergies & Immunizations
	Injury & Incident Logs		Behavioral Health Management		Emergency Plan
	Real-Time Reporting		Prescreening		Attendance Tracking

Curious about all the features CampDoc has to offer? [Schedule a demo today](#) to see CampDoc in action!

02 What is eMAR?

CampDoc's [eMAR \(Electronic Medication Administration Record\)](#) is a key feature for tracking and managing medications for participants and staff. Designed with safety in mind, our eMAR follows industry-leading standards to minimize human error and ensure accurate medication administration.

With CampDoc's eMAR, you can easily document when medications are given, ensuring you always follow the "five rights" of medication administration: right patient, right medication, right dose, right time, and right route. Our system allows you to track medication quantities, filter by medication, and quickly export eMAR history and records. Plus, real-time alerts keep you on schedule, so you can provide safe, reliable care throughout your program.

03 Can CampDoc track illnesses and injuries in real time?

Of course! CampDoc's [Health Log](#) feature lets you track illnesses, injuries, and clinic visits electronically in a secure, centralized system. It ensures data accuracy and consistency with [tamper-proof health entries](#).

With CampDoc's Health Log, you can:

- Filter and generate reports on key data points
- Store entries electronically—no more paperwork
- Efficiently triage visits for better manage camp health concerns
- Record administration of OTC medications
- Automatically generate statistics in real-time
- Create templates for frequent health occurrence





04 What is a secure health log in CampDoc?

A secure, non-editable health log in CampDoc means that once an entry is made, it cannot be deleted or altered except by the original provider. Other providers can add notes and updates (they can add an addendum or create a linked visit), but the original entry remains intact, ensuring the integrity and reliability of the documented health information.

05 Does CampDoc meet ACA accreditation standards on health and wellness?

Yes, CampDoc's [Electronic Health Record \(EHR\)](#) module is fully compliant with ACA and state/county health log requirements. We understand the time and effort camp clinics invest in meeting these standards, so we've designed a more efficient and effective clinic visit logging process. Built on the widely used SOAP note format (Subjective, Objective, Assessment, Plan), our solution keeps documentation organized and manageable while supporting a simple workflow for health and safety.

Did you know? CampDoc is the [Research Partner](#) of the [American Camp Association](#) and a trusted partner of [Camps on Campus](#). [Schedule a demo today](#) to discover how CampDoc can enhance the health and safety for your program!

06 Do you provide tools to support the behavioral and mental health at camps?

Yes, CampDoc offers tools to support the mental, emotional, and social health (MESH) of your participants and staff. The built-in Behavioral Health Module helps track mood, affect, and cognitive functioning, providing real-time insights to empower staff for better care. It also includes tools for risk assessments, such as suicidal, homicidal, self-injurious behaviors, abuse/neglect, and bullying.

We understand the importance of confidentiality when it comes to sensitive information. With role-based permissions, sensitive data is kept secure, ensuring only authorized personnel have access. These tools allow timely intervention to ensure the safety and well-being of all participants.



[Read the Success Story](#) from Leslie Science & Nature Center on how they embrace technology to connect with campers and support their core values through the CampDoc Behavioral Health Module.



“With CampDoc, we are able to more effectively understand our camper’s needs.”

– Julia Gwizdz, Program Director



6 Things Your IT Team Will Want to Know

01 Does CampDoc meet HIPAA and FERPA compliance standards?

Yes. CampDoc is fully compliant with both HIPAA (Health Insurance Portability and Accountability Act) and FERPA (Family Educational Rights and Privacy Act). We follow strict security and privacy protocols to protect sensitive health and participants' information, including encrypted data storage and secure access controls.

Our platform is designed to help your program meet regulatory requirements while keeping participants records safe, confidential, and accessible only to authorized users.

For more details about our security protocols, please visit our [Security Policy](#) page or [contact us](#) for specific compliance documentation.





02 How is our participants' data stored and protected?

At CampDoc, protecting your data is our top priority. We use state-of-the-art encryption to ensure all your participants' information remains confidential and secure, both in transit and at rest.

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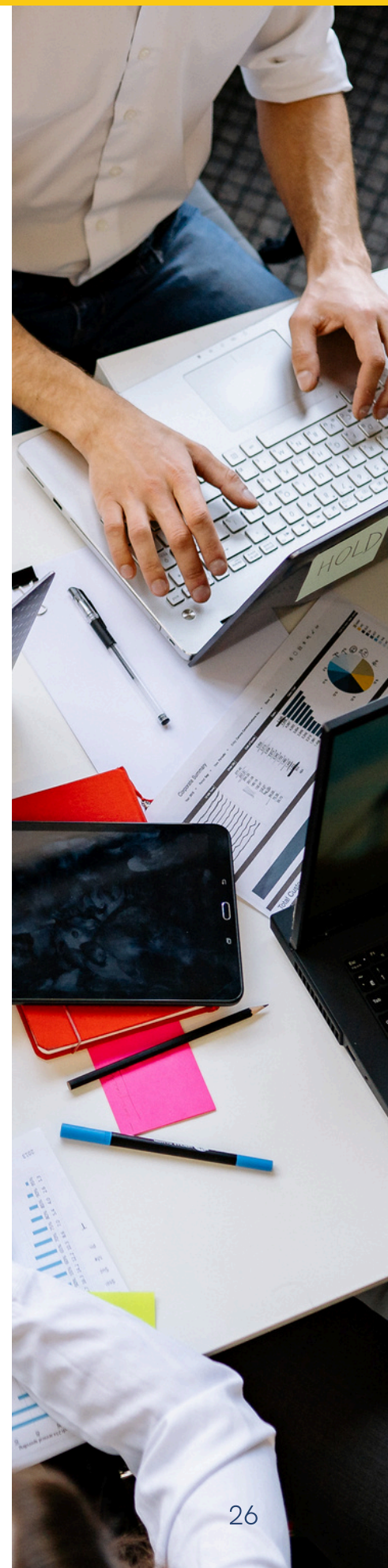
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There is no limit to the number of users you can create with CampDoc. Whether you need to manage a small team or a large staff, you can easily add as many users as necessary to ensure everyone involved in your program operations has access to the information they need.



06 Does CampDoc support multi-factor authentication (MFA)?

Yes! CampDoc supports Multi-Factor Authentication (MFA) to help keep your participant and staff data safe and secure. MFA adds an extra layer of protection by requiring users to verify their identity with two or more credentials when logging in.

Primary Providers can enable MFA for their organization from the CampDoc Provider Portal. Once enabled, users log in with their email and password plus an MFA method of their choice. Devices such as smartphones, tablets, or computers can be registered, and users can choose either SMS or an authenticator app.

Users can easily view, update, or remove their MFA devices from their account settings. Additionally, your organization has a unique MFA Recovery Passphrase that can be used to request a device reset through our Support Team.

Take action to safeguard your participants data. [Schedule a demo today](#) to see how CampDoc streamlines workflows, simplifies operations, and gives your IT team with complete peace of mind!

Multi-Factor Authentication (MFA)

❗ If your Organization has MFA enabled, this is where you will add / change / remove devices that will generate authentication codes.

Add Device

❗ SMS device sends a MFA code to your cellular device to verify. Auth App displays a MFA code via an authenticator app to secure your account.

 SMS DEVICE

 AUTH APP

Add MFA Device

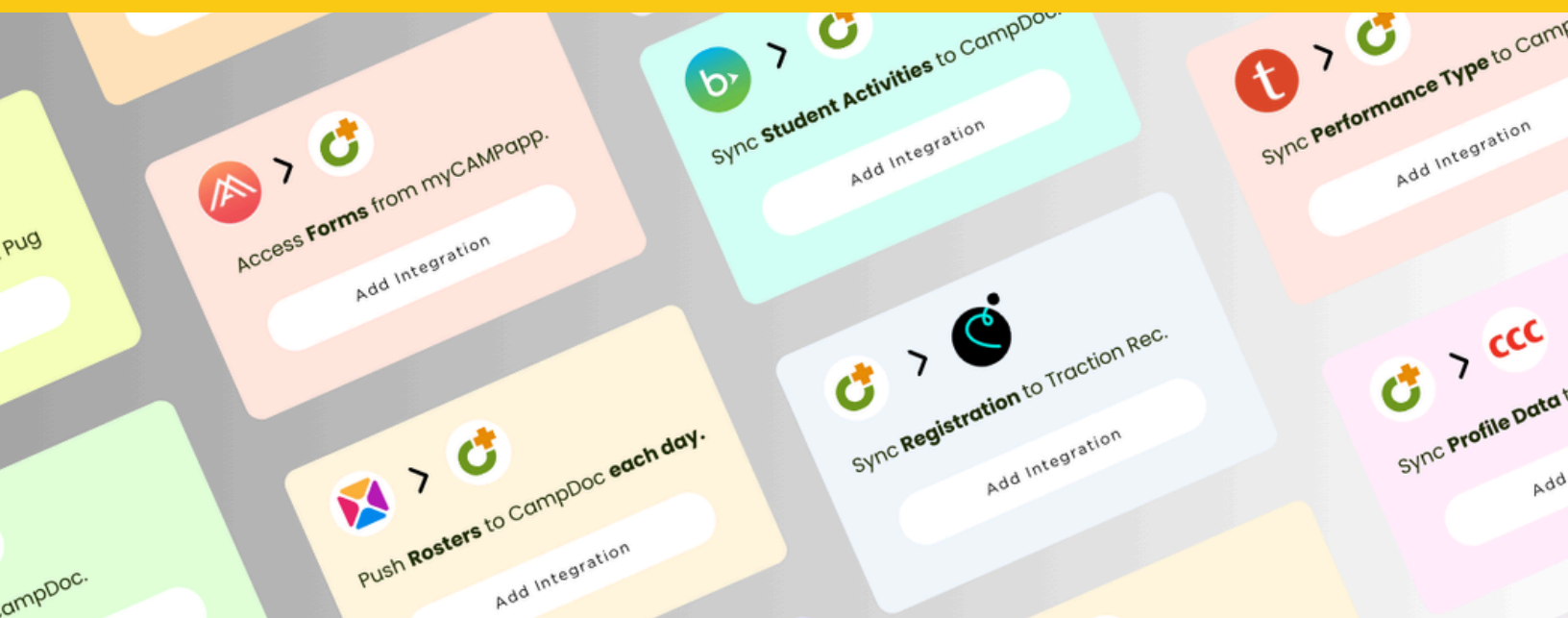
Scan the QR code using an authentication application such as [Google Authenticator](#) on your phone



Can't scan the code?

Please enter the code created by the authenticator app.

CONTINUE



07 Can CampDoc integrate with other tools or systems my camp is already using?

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Thank you!

Thank you for downloading the **CampDoc Decision Guide!**

We hope this guide has helped answer the key questions from your team.

If you'd like to connect with our team to explore any specific topics further, please email us at sales@campdoc.com or fill out this [quick form](#).

Let CampDoc simplify your operations and protect your participants' health and safety, so you can focus on what matters most: creating great experiences and building connections within your camp community.

We look forward to partnering with you for your most successful season ever!

– The CampDoc Team



We're on a mission to keep every kid healthy and safe while they're away from home.



campdoc.com



734.636.1000



sales@campdoc.com



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