

# INTERNAL: DrChrono Payments FAQ

07/24/2024 5:45 pm EDT

- **Does DrChrono Payments offer a way to set up recurring/membership payments?**
  - DrChrono payments does not have this functionality at present (Dec 2022). We should still refer clients to CG/Fortis if they need this type of setup.
    - **Updates -**
      - July 2023. Product is currently working on adding recurring payments.
      - November 2023. This project is close to completion. Once it is ready, it will roll out to beta customers first.
      - January 2024 - Project is in beta and will soon be globally released
      - April 2024 - Project is still in beta
- **Can DrChrono Payments process a payment without an appointment, such as the sale of an over-the-counter product?**
  - The transaction will still require an appointment so that a charge can be applied, a payment processed, and inventory/reporting can accurately reflect the sale.
  - April 2024 - this is something that is currently being scoped out so it can be built. More to come as work progresses
- **Where can the credit card information be viewed? Edited or Removed?**
  - It can be viewed under Patient Chart > Demographics > OnPatient Payments. Saved card information is on the right of the screen.
- **Can we send a payment link via text/email so the patient can make a payment?**
  - Not at this time (Dec 2022)
    - **Updates**
      - 9/13/2023 - Product is working on a text-to-pay option.
      - November 2023 - This project is close to completion. Once it is ready, it will roll out to beta customers first.
      - January 2024 - project is in beta and will soon be globally released
      - April 2024 - project is still in beta
- **Will the credit card information be saved upon swipe of the hardware or after manual input?**
  - It can be if you click "save card" at the time of the payment
- **Can a payment be processed before an appointment occurs?**
  - Yes, it will remain in the patient's unallocated funds until the appointment occurs and charges are added. Product is looking into building additional functionality in this area.
    - **Updates**
      - November 2023 - Product is actively working on patient prepayments. Once it is ready, it will roll out to beta customers first.
      - January 2024 - project is in beta and will soon be globally released
      - April 2024 - Project is still in beta
- **Will a statement have to be sent to the patient's OnPatient portal before they can make a payment through OnPatient?**
  - Yes, a statement needs to be sent to OnPatient for the patient to have the ability to pay through the

portal.

- **Can the client take payments via iPhone (Apple Pay)?**
    - DrChrono Payments does integrate with our app, but currently, it is not connected to Apple Pay.
  - **Will there be an option that allows providers to post on their websites that allows patients to pay?**
    - Not at this time, but product is researching to identify what adding this feature would involve.
  - **Will saved credit card information on Stripe/Square transfer over to DrChrono payments?**
    - No. If an office would like to save their patient's credit card information on DrChrono payments, it will need to be re-entered. It will not transfer over automatically or programmatically.
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