

Enabling Patient Payments in OnPatient

07/24/2024 2:25 pm EDT

By default, OnPatient online payments are disabled. If this setting is enabled and you have an integration with [DrChrono Payments](#), your patient may use a credit or debit card to make payments through the patient portal.

Enabling Patient Payments on OnPatient

1. Go to **Account > Provider Settings** and navigate to the **Patient Payments** tab.

Account Settings

Profile General Email Medical Billing eRx Info Services Usage Sample Data Security **Patient Payments**

General


Require balance Require an outstanding patient balance for credit card payments

DrChrono Payments

Use individual doctor's setting (if turned off, will use practice group's defaults)

Current Default Merchant

[Enroll Additional DrChrono Payments Merchant Account](#)



Allow onpatient payments Allow patients with onpatient access to make payments through the onpatient portal

onpatient payment default

Minimum onpatient payments Set minimum amount for payments from onpatient

2. Click on the **OnPatient** section.

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Profile General Email Medical Billing eRx Info Services Usage Sample Data Security Patient Payments

General



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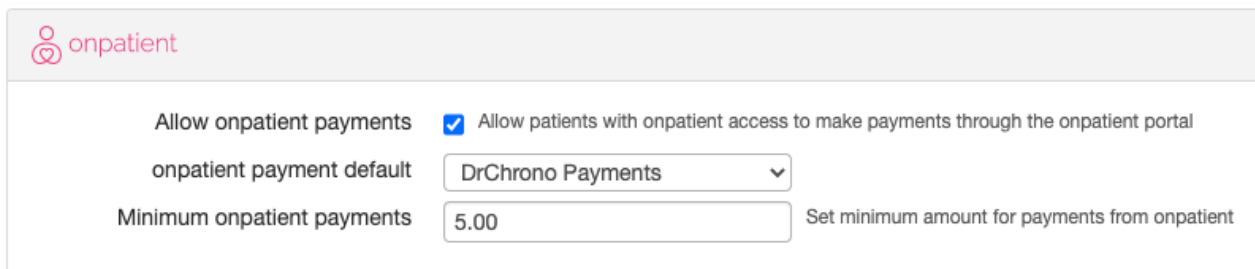
Allow onpatient payments Allow patients with onpatient access to make payments through the onpatient portal

onpatient payment default

Minimum onpatient payments Set minimum amount for payments from onpatient

3. There are three settings to apply.

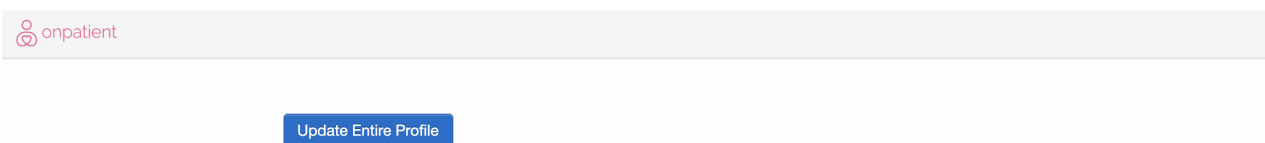
1. Check the **Allow OnPatient Payments** box.
2. Select **DrChrono Payments** as the **OnPatient Payment Default**.
3. Enter an amount for the **Minimum OnPatient Payment** to accept.



The screenshot shows the OnPatient settings interface. At the top left is the OnPatient logo. Below it are three settings: 'Allow onpatient payments' with a checked checkbox and the text 'Allow patients with onpatient access to make payments through the onpatient portal'; 'onpatient payment default' with a dropdown menu set to 'DrChrono Payments'; and 'Minimum onpatient payments' with a text input field containing '5.00' and a label 'Set minimum amount for payments from onpatient'.

Note: If DrChrono Payments is enabled across the practice group, **all providers** who are taking payments through OnPatient, will need to enable the above settings.

4. Click **Update Entire Profile** to save your changes.

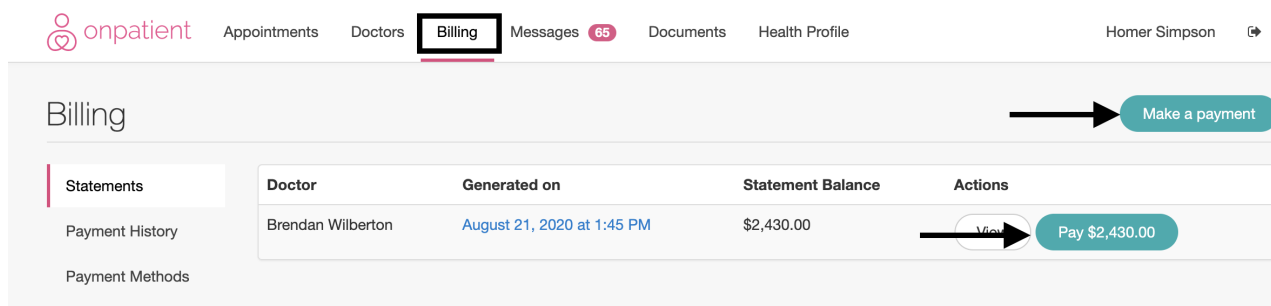


The screenshot shows the OnPatient logo at the top left and a blue button labeled 'Update Entire Profile' centered below it.

Using OnPatient Payments

Now that OnPatient Payments are enabled, if your patient enters a credit/debit card, they will be able to make payments to their balance by selecting **Make a Payment** in the billing section of their patient portal.

1. Navigate to the **Billing** tab and click **Make a Payment** or, if a statement is available, click **Pay**.



The screenshot shows the OnPatient Billing section. At the top is the OnPatient logo and navigation tabs: 'Appointments', 'Doctors', 'Billing' (highlighted with a red box), 'Messages' (with a red badge '65'), 'Documents', and 'Health Profile'. On the right is the user name 'Homer Simpson' and a profile icon. Below the navigation is a 'Billing' header with a 'Make a payment' button on the right, indicated by a black arrow. On the left is a sidebar menu with 'Statements', 'Payment History', and 'Payment Methods'. The main content area is a table with columns: 'Doctor', 'Generated on', 'Statement Balance', and 'Actions'. The table has one row for 'Brendan Wilberton' with a 'Generated on' date of 'August 21, 2020 at 1:45 PM' and a 'Statement Balance' of '\$2,430.00'. In the 'Actions' column, there is a 'View' button and a 'Pay \$2,430.00' button, with a black arrow pointing to the 'Pay' button.

2. If a card is on file, they can select the card, enter an amount, and **Pay**. Or they can click **One-time payment information**.

Make Payment



Doctor

Card

Amount

Enter one-time payment information

Cancel

Pay

If DrChrono Payments is enabled across the practice group, the patient can select the provider.

Make Payment



Doctor

- ✓ Brendan Wilberton
- James Smith

Card

Amount

Enter one-time payment information

Cancel

Pay

3. Enter the **Card Details** and **Billing Details** and click **Pay**.

Make Payment



Doctor

Amount

Card Details

Billing Information

Card number

CVV

Expiration

Zip Code

powered by  Square

Use a saved card



Pay