

## e-Payment > Manually Update a Patient's Billing Info

Ralph - 2023-08-09 - Stripe

If needed, you can update the Credit Card information of a patient from their visit information. This can be done by following the steps below.

[Adding a New Credit Card](#)

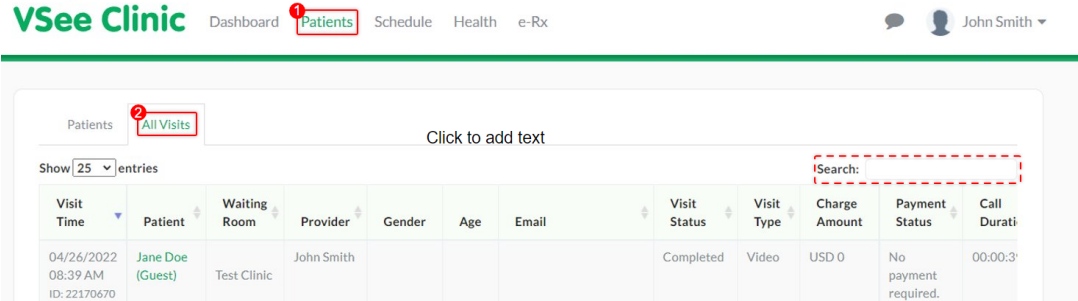
[Updating Credit Card](#)

### Add New Credit Card

1. Go to the specific visit record of the patient. From your Clinic Dashboard, click on the **Patients** tab.

2. Click on **All Visits** to display all visits in chronological order.

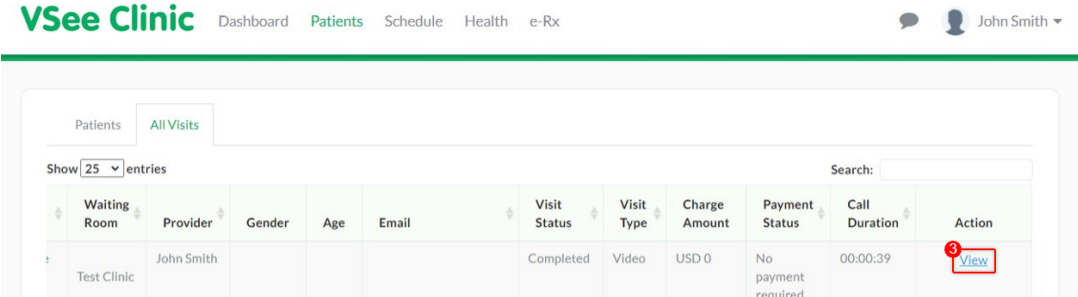
You can also search for the patient using the **Search** field by typing their name and pressing enter.



The screenshot shows the VSee Clinic dashboard with the 'Patients' tab selected. Below it, the 'All Visits' sub-tab is highlighted with a red box. A search bar is also highlighted with a red dashed box. The table below shows a list of visits.

Visit Time	Patient	Waiting Room	Provider	Gender	Age	Email	Visit Status	Visit Type	Charge Amount	Payment Status	Call Duration
04/26/2022 08:39 AM ID: 22170670	Jane Doe (Guest)	Test Clinic	John Smith				Completed	Video	USD 0	No payment required.	00:00:39

3. Select the visit and scroll to the right to see the **View** button. Click this to see the visit details.



The screenshot shows the VSee Clinic dashboard with the 'Patients' tab selected. Below it, the 'All Visits' sub-tab is highlighted. A red box highlights the 'View' button in the 'Action' column of the table.

Waiting Room	Provider	Gender	Age	Email	Visit Status	Visit Type	Charge Amount	Payment Status	Call Duration	Action
Test Clinic	John Smith				Completed	Video	USD 0	No payment required.	00:00:39	<a href="#">View</a>

4. Click on the **Payment** tab.

5. Click **+Add a new card**.

The screenshot shows the VSee Clinic dashboard for a patient named Jane Doe. The 'Payment' tab is selected, and a red box highlights the '+ Add a new card' button. A red circle with the number 4 highlights the 'Payment' tab in the navigation bar. The payment method section shows a table with columns for 'Test Visit', '5 mins', and 'USD 0.00'. Below the table, there are fields for 'Discount' (optional), 'Subtotal' (USD 0.00), and 'Total' (USD 0.00). At the bottom right, there are 'Save' and 'No Charge' buttons.

6. A pop-up for the card information will open. Input the credit card details on the fields provided.

7. Click on **Add Card** to save.

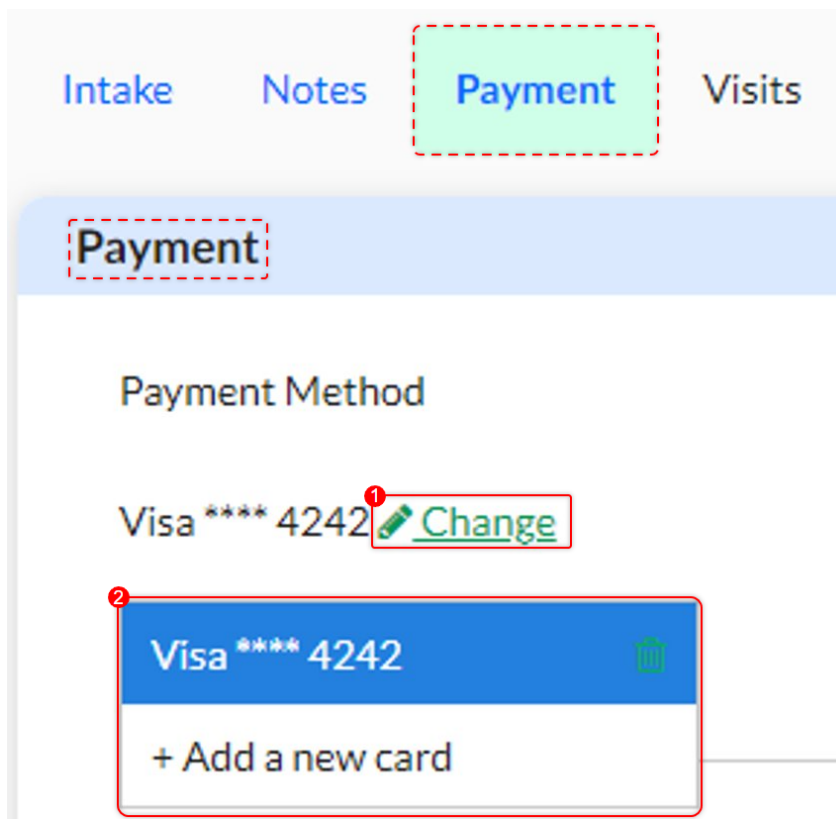
The screenshot shows a pop-up form titled 'ADD A NEW CREDIT CARD'. It has a close button (X) in the top right corner. The form contains three input fields: 'Name on Card' (with a person icon), 'Card number' (with a card icon), and 'MM / YY CVC'. A red box highlights these three input fields. A red circle with the number 6 highlights the 'Name on Card' field. At the bottom left is a 'Cancel' button, and at the bottom right is an 'Add Card' button, which is highlighted with a red circle and the number 7.

## Update Credit Card

Simply click Change. Edit the card details and click Save.

1. Under the **Payment** tab, you will see the existing card of the patient under **Payment Method**. Select **Change**.

2. You now have the option to delete the current card by clicking on the **trash icon** or to add a new card.



If you have any questions, please contact us at [help@vsee.com](mailto:help@vsee.com)

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#### Tags

credit card  
e-payment  
payment