

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 active. A table displays visit information for Jane Doe. The table has columns for Visit Time, Patient, Waiting Room, Provider, Gender, Age, Email, Visit Status, Visit Type, Charge Amount, Payment Status, and Call Duration. The first row shows a visit on 04/26/2022 at 08:39 AM, completed via video, with a charge of USD 0 and no payment required.

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.

This screenshot is similar to the previous one but highlights the 'View' button in the 'Action' column of the table. The 'View' button is located at the end of the row for Jane Doe's visit.

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	View

4. Click on the **Payment** tab.
5. Click **+Add a new card**.

VSee Clinic Dashboard Patients Schedule Health e-Rx John Smith

Status: Completed Call Add Participants

< All participants

Jane Doe Offline

Visit ID: 22170670

Today 08:39 AM

Video Visit

Test Visit

5 mins

Test Clinic

Intake Notes **Payment** Visits Health Medical History Allergies Medications Documents

Payment

Payment Method

5 Add a new card

April 26, 2022

Test Visit	5 mins	USD 0.00
Discount	(optional) %	
Subtotal		USD 0.00
Total		USD 0.00

Save No Charge

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.

ADD A NEW CREDIT CARD

6

Name on Card

Card number MM / YY CVC

Cancel **7** Add Card

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.

The screenshot shows the Vsee interface with four tabs: Intake, Notes, Payment, and Visits. The 'Payment' tab is selected and highlighted with a red dashed box. Below the tabs is a blue header bar with the word 'Payment' in white, also enclosed in a red dashed box. Under this header, the text 'Payment Method' is displayed. Below that, the text 'Visa **** 4242' is shown next to a red circle with the number '1'. To the right of the card number is a green 'Change' button with a pencil icon, enclosed in a red box. Below the card number and button is a dropdown menu, indicated by a red circle with the number '2'. The dropdown menu has a blue header with 'Visa **** 4242' and a trash icon. Below the header is a white section with the text '+ Add a new card'.

If you have any questions, please contact us at help@vsee.com

Last updated on: 3 August 2022

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