



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](#)

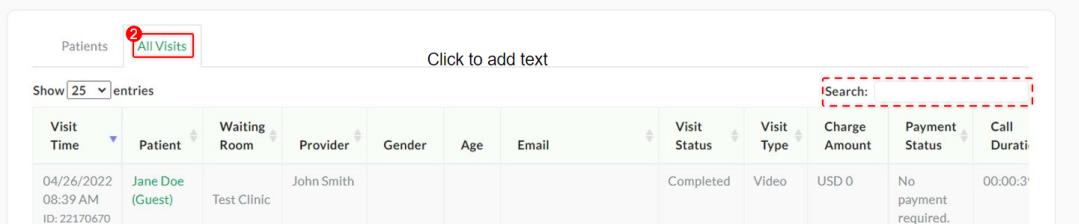
[Updating Credit Card](#)

Add New Credit Card

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

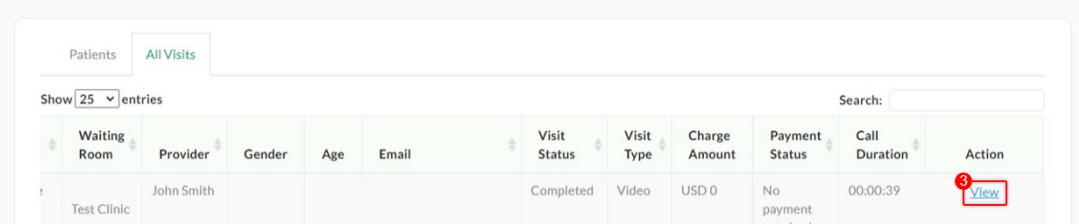
2. Click on **All Visits** to display all visits in chronological order.

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



| 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. | 00:00:3 |

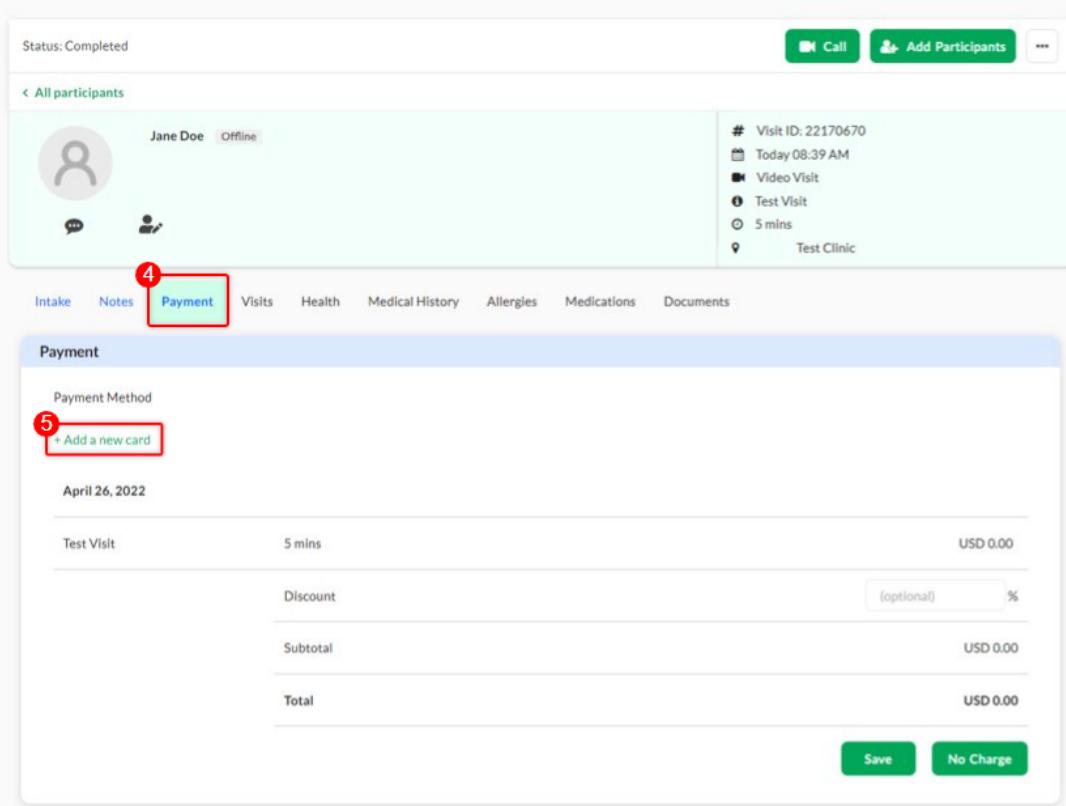
3. Select the visit and scroll to the right to see the **View** button. Click this to see the visit details.



| 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**.



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

+ Add a new card

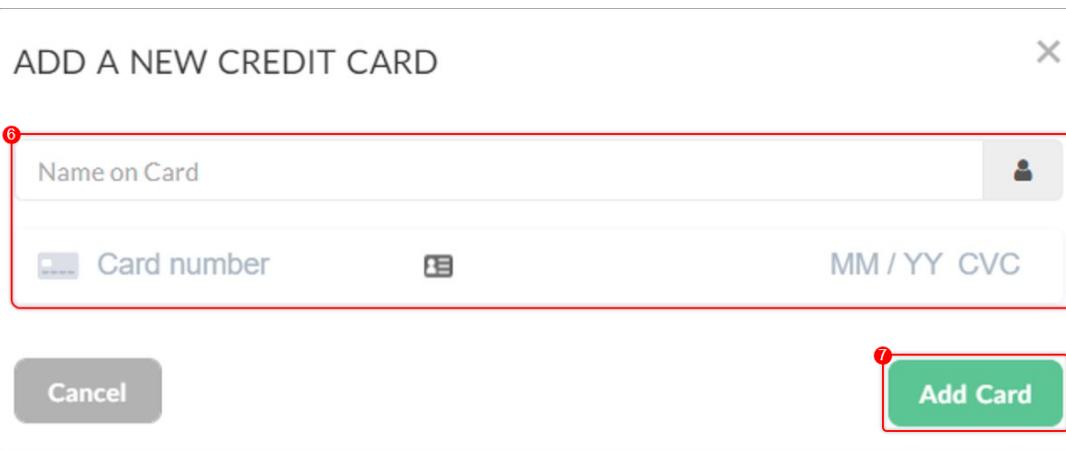
April 26, 2022

| 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

Name on Card

Card number MM / YY CVC

Cancel

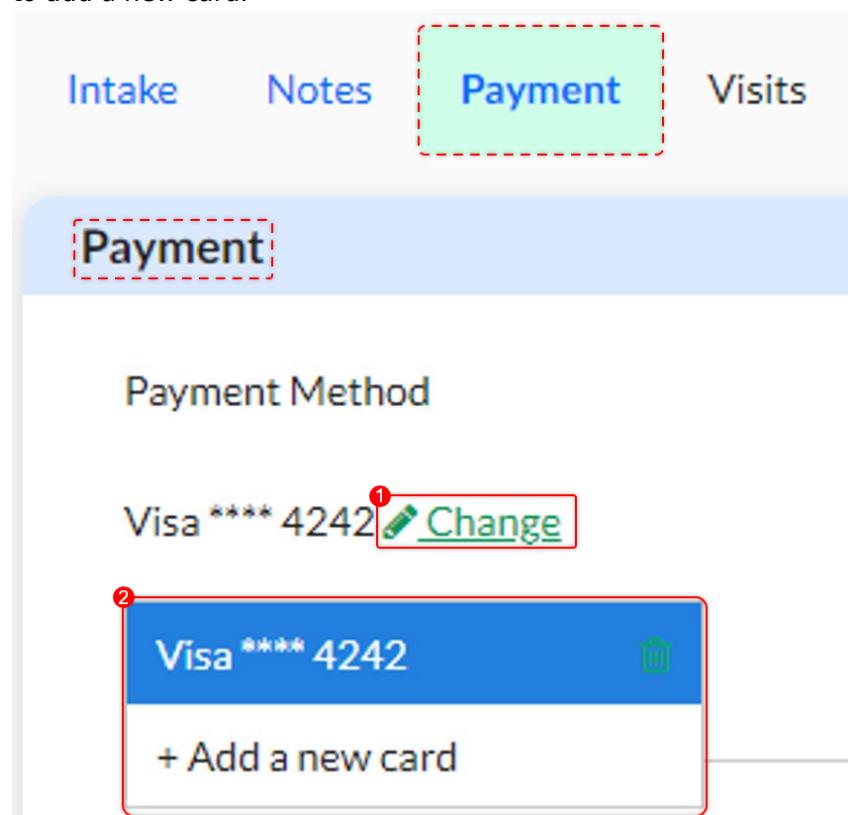
Add Card

Update Credit Card

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

- Under the **Payment** tab, you will see the existing card of the patient under **Payment Method**. Select **Change**.
- You now have the option to delete the current card by clicking on the **trash icon** or

to add a new card.



Intake Notes **Payment** Visits

Payment

Payment Method

Visa **** 4242 1 [Change](#)

2 [Visa **** 4242](#)

[+ 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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