

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. Underneath, the 'All Visits' sub-tab is active. A search field is highlighted with a red dashed box. Below the search field is a table of visit records.

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.

The screenshot shows the VSee Clinic dashboard with the 'Patients' tab selected. Underneath, the 'All Visits' sub-tab is active. The 'View' button is highlighted with a red box.

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**.

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. The payment summary table is as follows:

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

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 window titled 'ADD A NEW CREDIT CARD'. It contains the following fields and buttons:

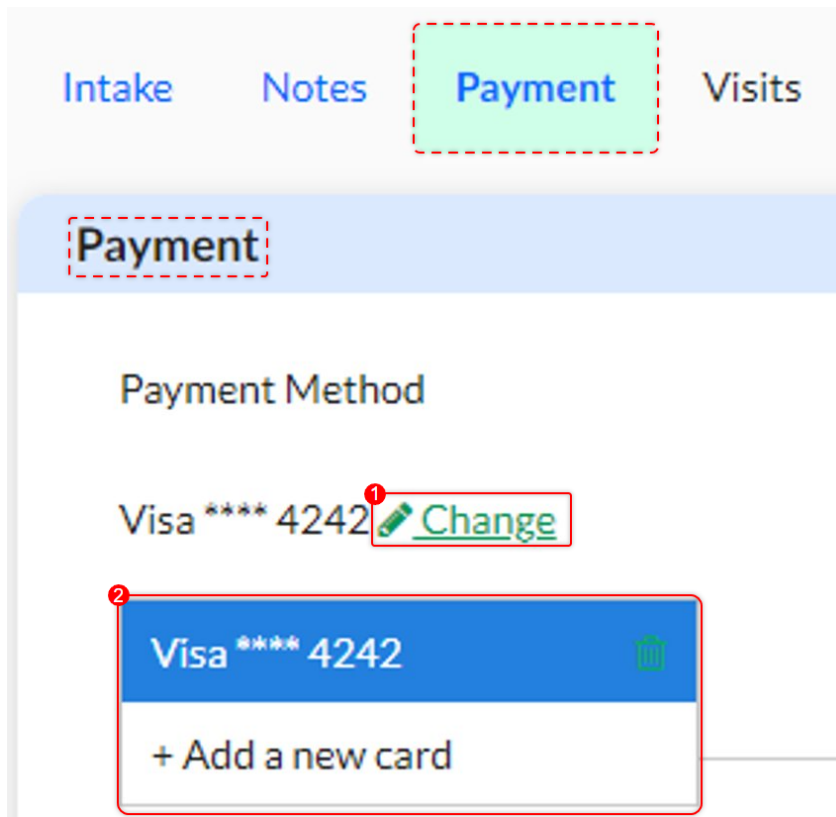
- Name on Card (with a user icon)
- Card number (with a card icon)
- MM / YY CVC (with a calendar icon)
- Cancel button
- Add Card button

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

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Tags

credit card

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