

## 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 visible on the right side of the dashboard, also highlighted with a red box. The main table displays visit information for a patient named Jane Doe.

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 search bar is visible on the right side of the dashboard. The main table displays visit information for a patient named John Smith. The 'View' button in the 'Action' column 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	<a href="#">View</a>

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

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

The screenshot shows the VSee Clinic interface. At the top, there's a navigation bar with 'VSee Clinic' logo and links for Dashboard, Patients, Schedule, Health, and e-Rx. A user profile for John Smith is in the top right. Below the navigation bar, the patient profile for Jane Doe is displayed, including her status (Offline), visit ID (22170670), and visit details (Today 08:39 AM, Video Visit, Test Visit, 5 mins, Test Clinic). A red circle with the number 4 highlights the 'Payment' tab in the navigation bar. Below the tabs, the 'Payment' section is active, showing a 'Payment Method' section with a red circle and the number 5 highlighting the '+ Add a new card' button. Below this, there's a table showing a 'Test Visit' for '5 mins' with a 'USD 0.00' amount. A 'Discount' field is also present, followed by 'Subtotal' and 'Total', both showing 'USD 0.00'. At the bottom right of the payment section 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.

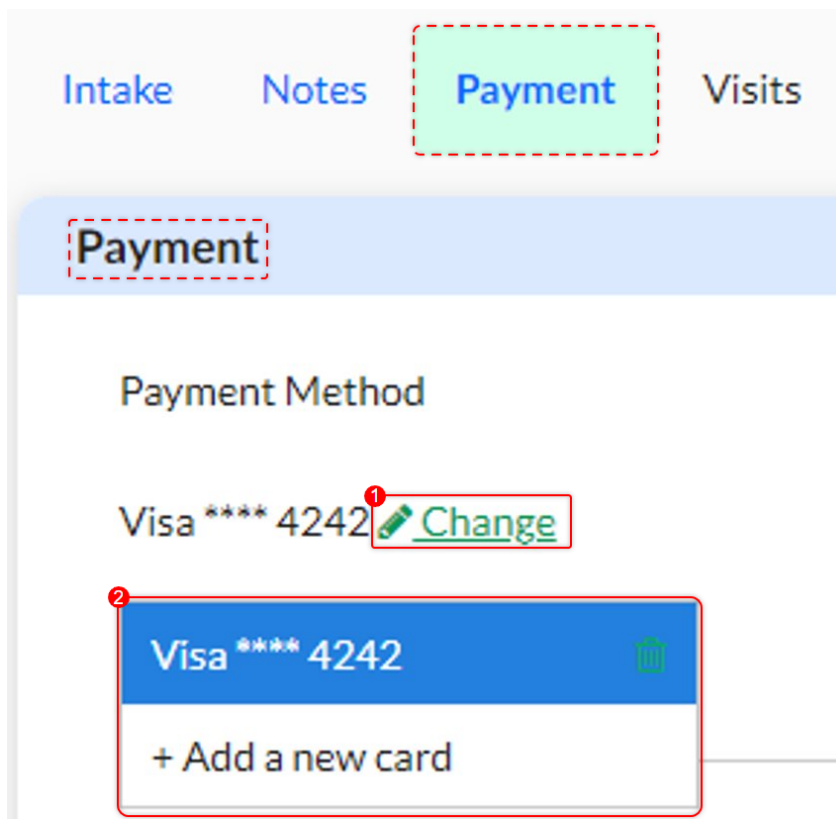
The screenshot shows a pop-up form titled 'ADD A NEW CREDIT CARD' with a close button (X) in the top right corner. The form contains three input fields: 'Name on Card' (with a red circle and the number 6 highlighting it), 'Card number' (with a red circle and the number 6 highlighting it), and 'MM / YY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

## 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

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