

Knowledgebase > VSee Clinic for Providers > How to Charge your Patient for the Visit

How to Charge your Patient for the Visit Jay-Ileen (Ai) - 2023-04-12 - VSee Clinic for Providers

There are two ways for you to process the payment for your patient's visit:

During the Visit

After the Visit

During the Visit

To charge the patient during the visit, click on the **Payment** tab on the Visit details page.



If the patient mistakenly selected the visit option, you can edit it by clicking on **Change** next to the name of the visit option.

/See Clinic	Dashboard Patients	Schedule			👔 Sarah Miller
0			Intake Payment Visits		
		SM	Payment		
		🔹 🕁 Sarah M	Payment Method		
			Visa **** 4242 & Change		
			Invoice - March 29, 2023		
	Λ\Λ/		45-min Consultation & Change	15 mins	USD 50.00 🛍
	AVV		+ Add item	Discount	(optional) %
Ì				Subtotal	USD 50.00
				Total	USD 50.00
	Aileen White	AW		Update Invo	vice Submit Charge
<i>\$</i> ^ \$	0 7 0	een White			
Having issues with yo	ur in-browser video? Join via VSee	e Messenger App	•		

Select from the dropdown the correct visit option.

·

Then click on **Done.**

VSee Clinic Dashboard Patients Schedule	Intake Payment Visits
SM & ☆ Sarah M	Payment Payment Method Visa **** 4242 @ Change
AW	Invoice - March 29, 2023 45-min Consultation Done 15 mins USD 50.00 ft Initial Consultation Available Consultations 15-min Consultation 45-min Consultation Discount (optional) %
Aileen White	Subtotal USD 50.00 Total USD 50.00 Update Invoice Submit Charge
Having issues with your in-browser video? Join via VSee Messenger App	

Should there be additional services rendered during the Visit that was not fully covered by the initial Visit option chosen, you can add more items.

From the same Payment tab, click on the **+Add item** button.

VSee Clinic Dashboard Patients	Schedule	🕖 Sar	rah Miller 🔻
<i>ი</i>	Intake Payment Visits Payment		
	SM Sarah M Visa **** 4242 ≠ Change		
	Invoice - March 29, 2023		- 6
	45-min Consultation & Chang	ge 15 mins USD 50.0	00 🛍 🧯
	+ Add item	Discount (optional)	%
		Subtotal USD 5	0.00
Aileen White	AW	Total USD 5	_
	een White	Update Invoice Submit Cha	rge

An "Item Description" field will be added on top of the +Add Item button.

You can type in all the additional services that have been provided during the visit and the corresponding charges.

Note: Adding items can be done repetitively as long as they are unique from each other.

VSee Clinic	Dashboard Patients	Schedule			👔 Sarah Miller
<i>ი</i>			Intake Payment Visits Payment		
		SM & ☆ Sarah M	Payment Method		
			Visa **** 4242 & Change		
	AW		45-min Consultation & Change	15 mins	USD 50.00 🛍
			Additional consultation	Discount	USD 10.00 X (optional) %
				Subtotal	USD 60.00
	Aileen White	AW		Total	USD 60.00
x x		een White		Update Invoice	e Submit Charge
Having issues with yo	ur in-browser video? Join via VSee	Messenger Ann			

You may also add a discount under the discount field.

VSee Clinic	Dashboard Patier	ts Schedule			👔 Sarah Miller 🦷
0			Intake Payment Visits Payment		
		SM ⊗ ☆ Sarah M	Payment Method Visa **** 4242 & Change		
			Invoice - March 29, 2023		
	Δ\//		45-min Consultation <i>P</i>Change	15 mins	USD 50.00 🛍
			Additional consultation		USD 10.00 X
			+ Add item	Discount	2.00 %
				Subtotal	USD 58.80
	Aileen White	AW		Total	USD 58.80
\$ Z		··· een White		Update Invo	bice Submit Charge
Having issues with yo	ur in-browser video? Join via \	See Messenger App			

Click on **Update Invoice** to save the changes made.

See Clinic	Dashboard Patie	ents Schedule			Ø	Sarah Mil
<i>ა</i>			Intake Payment Visits Payment			
		SM ☆ Sarah M	Payment Method			
			Invoice - March 29, 2023			
	A\/		45-min Consultation & Change	15 mins	USE	50.00 📋
	/\ V V		Additional consultation		USD 10	0.00
Ì			+ Add item	Discount	2.00	%
				Subtotal	ι	JSD 58.80
	Aileen White	AW		Total	ι	JSD 58.80
ŵ œî		een White	[Update Inv	oice Submit	t Charge
Having issues with yo	our in-browser video? Join via	a VSee Messenger App				

See Clinic	Dashboard	Patients	Schedule				(🗿 Sar	ah Mill
<i>ა</i>				Pa	ake Payment Visits				
			SM ☆ Sarah M	Г	Invoice saved successfully.				
					Payment Method Visa **** 4242 & Change				
	AV	V)			Invoice - March 29, 2023				
					45-min Consultation Change	15 mins		USD 50.0	0 🛱
					Additional consultation		USD	10.00	×
	Aileen White	е	AW		+ Add item	Discount	2		%
× ×	0 7	c: •	• een White			Subtotal		USD 5	8.80
			lessenger App			Total		USD 5	8.80

Now that all the payment details are added with the correct visit option, additional items, and a discount, you can now proceed to submit the charge.

VSee Clinic Dashboar	rd Patients	Schedule			👔 Sarah Miller 🗸
0			Intake Payment Visits Payment		
		SM 🗞 🛧 Sarah M	Payment Method Visa **** 4242 & Change		
			Invoice - March 29, 2023		
A	Λ		45-min Consultation & Change	15 mins	USD 50.00 🛍
	VV		Additional consultation		USD 10.00 ¥
			+ Add item	Discount	2.00 %
	_			Subtotal	USD 58.80
		AW een White		Total	USD 58.80
	· · · ·			Update Inv	oice Submit Charge
Having issues with your in-browser v	ideo? Join via VSee I	Messenger App			

Click on **Submit Charge**.

A pop-up window will appear, click on **Continue** to confirm.



You will see a confirmation that the invoice has been saved. It will also display the reference number and confirmation that the visit has been paid.

VSee Clinic Dashboard Patients	Schedule	👔 Sarah Miller 👻
0		 Sarah Miller Premium Clinic
	SM Intake Payment Visits	
	Payment	
	Invoice saved successfully.	
AW		
	Invoice created. Ref. ch_3Mr5OI4aYp0WGe9I1mfn41J4 (auth	norized)
	Payment Method	
Alle 10524		
Aileen White	een White Invoice - March 29, 2023	
		15 mins USD 50.00
Having issues with your in-browser video? Join via VSee Me	ssenger App	

VSee Clinic Dashboard Patients	Schedule			👔 Sarah Miller 👻
0				 Sarah Miller Premium Clinic
	SM	Intake Payment Visits		
	🔌 ☆ Sarah M	Payment		
		Paid.		
AW		Ref: ch_3Mr5OI4aYp0WGe9l1mfn4 in_1Mr5ZP4aYp0WGe9laVF49vcO		6
		Payment Method		
		Invoice - March 29, 2023		
Aileen White	AW	45-min Consultation	15 mins	USD 50.00
	•• een White	Additional consultation		USD 10.00
Having issues with your in-browser video? Join via VSee !	Vessenger App			

After the Visit

There are times that you did not process the payment during the visit. But you will be reminded about it through the Reminders field on your Dashboard.

To charge the patient after the visit, click on the **Payment** tab on the Visit details page.

Click on **Pending Payment** of the selected visit under the Reminders field.

VSee Clinic Dashboard Patients Schedule	🚺 Sarah Miller 👻
Welcome Sarah! Get training resources to your VSee Clinic Premium. Start Here	×
✓ Ready for Visits	Invite Patient Schedule Today's Schedule
	No appointments at this time.
There are no patients waiting at this time. Invite Patients	Reminder Aileen White Visit #1000097774 O Pending payment
Powered by VSee	

You will be routed to the visit details page. You can see the status is still "pending payment" and "pending completion".

Note: It is important to mark the visit as completed so processing the payment when

there is a charge for the visit is required.

Status: Completed		Add Participants
Aileen White Offline		
Intake Payment Visits		
Payment		
Paid.		
Ref. ch_3Mr5bE4aYp0WGe9I1baH8ugF		
Payment Method		
Visa **** 4242		
Invoice - March 29, 2023		
45-min Consultation	15 mins	USD 50.00
	Discount	0%
	Subtotal	USD 50.00
	Total	USD 50.00

After reviewing the payment details and making the necessary changes, click on **Submit Charge.**

Status: Pending Completion Pending Payment		Call 🛃 Add Participants
Aileen White Offline		
Intake Payment Visits		
Payment		
Payment Method		
Visa **** 4242 🖋 Change		
Invoice - March 29, 2023		
45-min Consultation	15 mins	USD 50.00 🛍
+ Add item	Discount	(optional) %
	Subtotal	USD 50.00
	Total	USD 50.00
		Update Invoice Submit Charge

A pop-up window will appear, click on **Continue** to confirm.

ileen.test@gmail.co	a., Sacramento, CA, 95825	Video Visit
• •	SUBMIT CHARGE	×
	You are about to finalize this invoice. Do you want to continue?	
	Cancel	Premium Clinic
ayment		
Payment Method		
Visa **** 4242 / Change		
Visa **** 4242 & Change Invoice - March 29, 2023		
	15 mins	USD 50.00 💼
Invoice - March 29, 2023	15 mins Discount	USD 50.00 🛱 (optional) %
Invoice - March 29, 2023 45-min Consultation		
Invoice - March 29, 2023 45-min Consultation	Discount	(optional) %
Invoice - March 29, 2023 45-min Consultation	Discount Subtotal	(optional) % USD 50.00

You will see a confirmation that the visit has been paid. And the visit status is now marked as completed.

Note: If your clinic has enabled the SOAP notes feature, you also need to submit it to mark the visit completed.

Status: Completed		Call	Add Participants
Aileen White Offline			
Intake Payment Visits			
Payment			
Paid.			
Ref. ch_3Mr5bE4aYp0WGe911baHBugF			
Payment Method			
Visa**** 4242			
Invoice - March 29, 2023			
45-min Consultation	15 mins		USD 50.00
	Discount		0%
	Subtotal		USD 50.00
	Total		USD 50.00

Scope and Limitations:

The e-payment feature is only available for Premium and Enterprise customers.

Need more assistance? Send us an email at <u>help@vsee.com</u> or check out the <u>Help</u> section under the Profile Menu of your VSee Clinic.

This article was last updated on: 12 April 2023

Tags	
charge	
epayment	
fee	
payment	