

## 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](#)

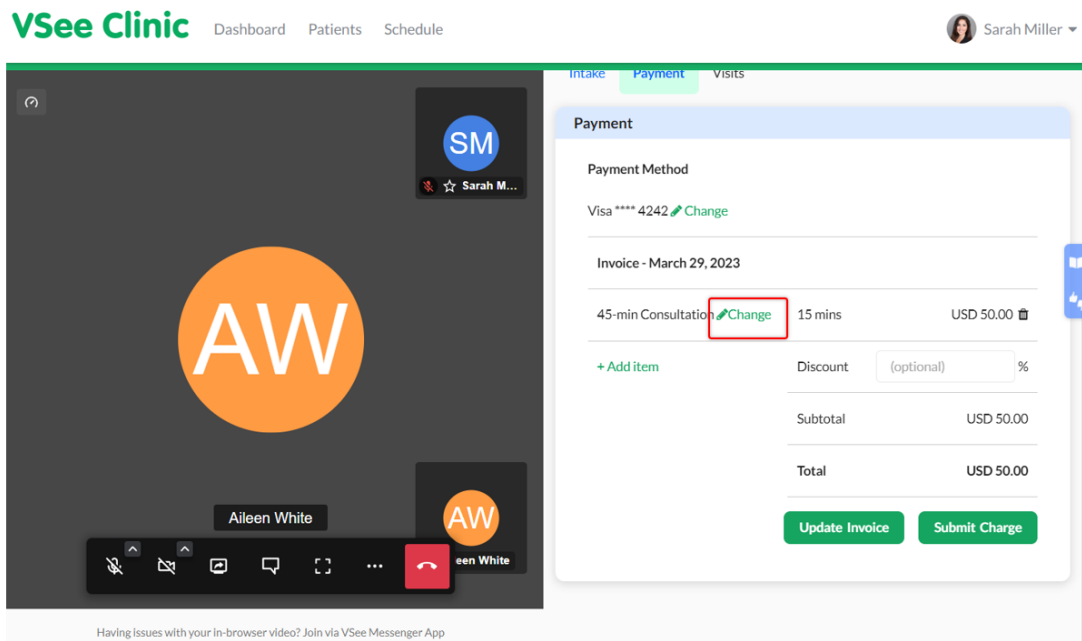
[After the Visit](#)

### During the Visit

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

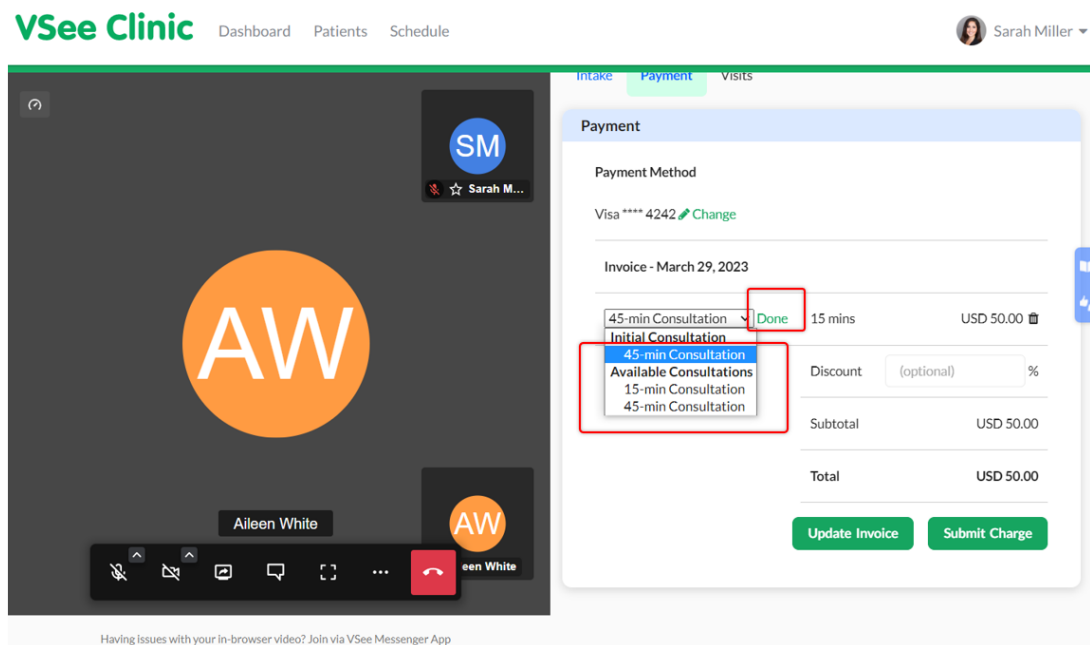
The screenshot displays the VSee Clinic interface during a video visit. The top navigation bar includes 'VSee Clinic', 'Dashboard', 'Patients', and 'Schedule'. The user profile 'Sarah Miller' is visible in the top right. The main area is split into a video call window on the left and a 'Visit details' panel on the right. The video call shows a patient named Aileen White (AW) and a provider named Sarah Miller (SM). The 'Visit details' panel shows the patient's information, visit ID, date, and duration. The 'Payment' tab is selected, and the payment method is listed as 'Payment Method: Visa \*\*\*\* 4242 Change'. The invoice date is 'March 29, 2023'.

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



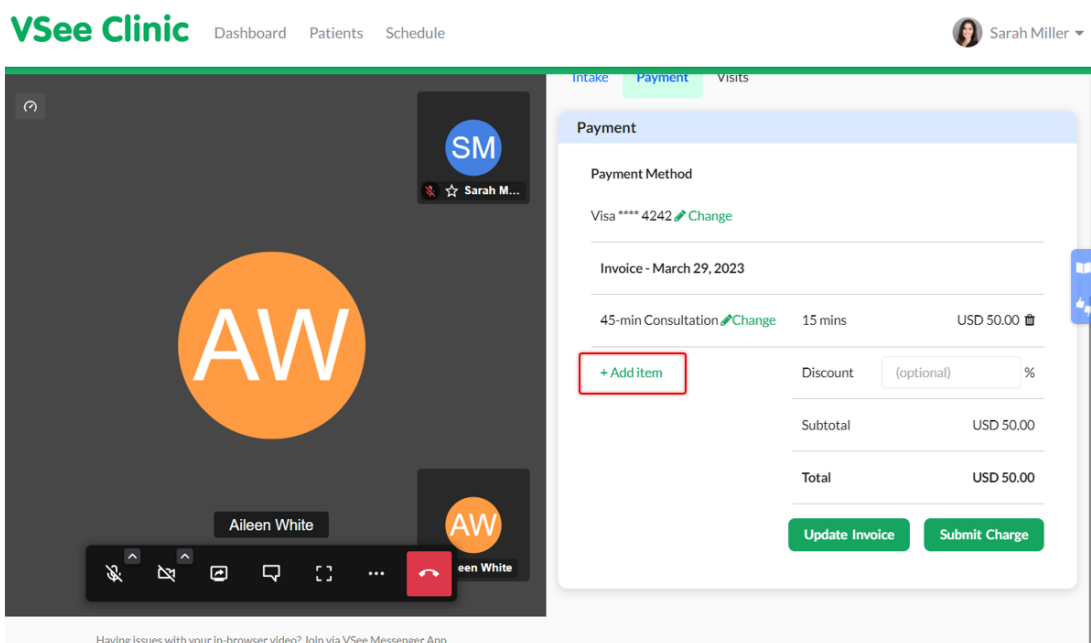
Select from the dropdown the correct visit option.

Then click on **Done**.



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.

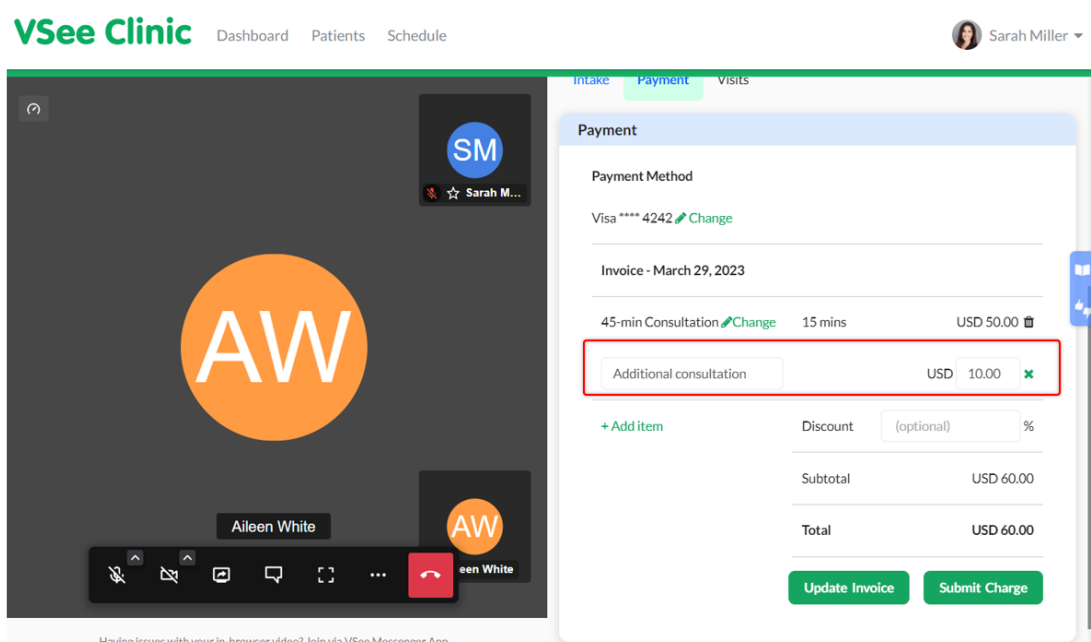
From the same Payment tab, click on the **+Add item** button.



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.*



You may also add a discount under the discount field.

The screenshot shows a video call in progress with Aileen White. The payment sidebar on the right is titled 'Payment' and contains the following information:

- Payment Method: Visa \*\*\*\* 4242
- Invoice - March 29, 2023
- 45-min Consultation: 15 mins, USD 50.00
- Additional consultation: USD 10.00
- + Add item: Discount 2.00 % (highlighted with a red box)
- Subtotal: USD 58.80
- Total: USD 58.80
- Buttons: Update Invoice, Submit Charge

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

This screenshot is identical to the one above, but the 'Update Invoice' button in the payment sidebar is highlighted with a red box.

The screenshot shows a video call in progress with Aileen White. The call interface includes a large orange circle with 'AW' and a smaller circle with 'SM' for Sarah Miller. A toolbar at the bottom contains icons for mute, video, chat, and call. A payment summary panel is overlaid on the right side of the screen.

**Payment Summary:**

- Invoice saved successfully.
- Payment Method: Visa \*\*\*\* 4242
- Invoice - March 29, 2023
- 45-min Consultation (15 mins): USD 50.00
- Additional consultation: USD 10.00
- Discount: 2%
- Subtotal: USD 58.80
- Total: USD 58.80

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.

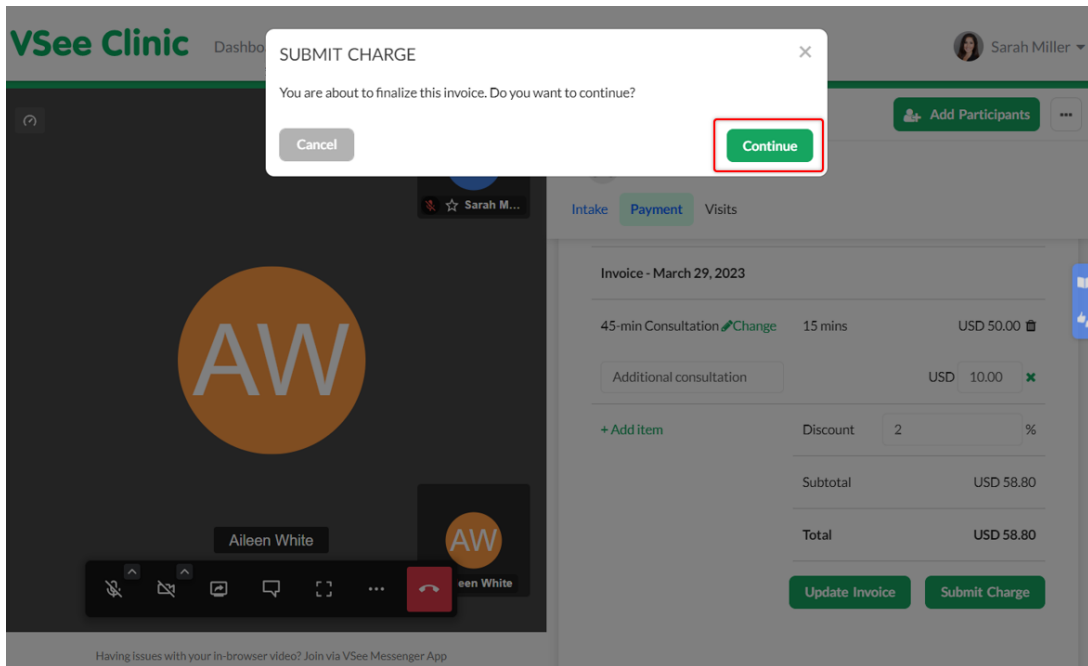
Click on **Submit Charge**.

This screenshot is identical to the previous one, but with the 'Submit Charge' button in the payment summary panel highlighted with a red rectangular box. The 'Update Invoice' button is also visible next to it.

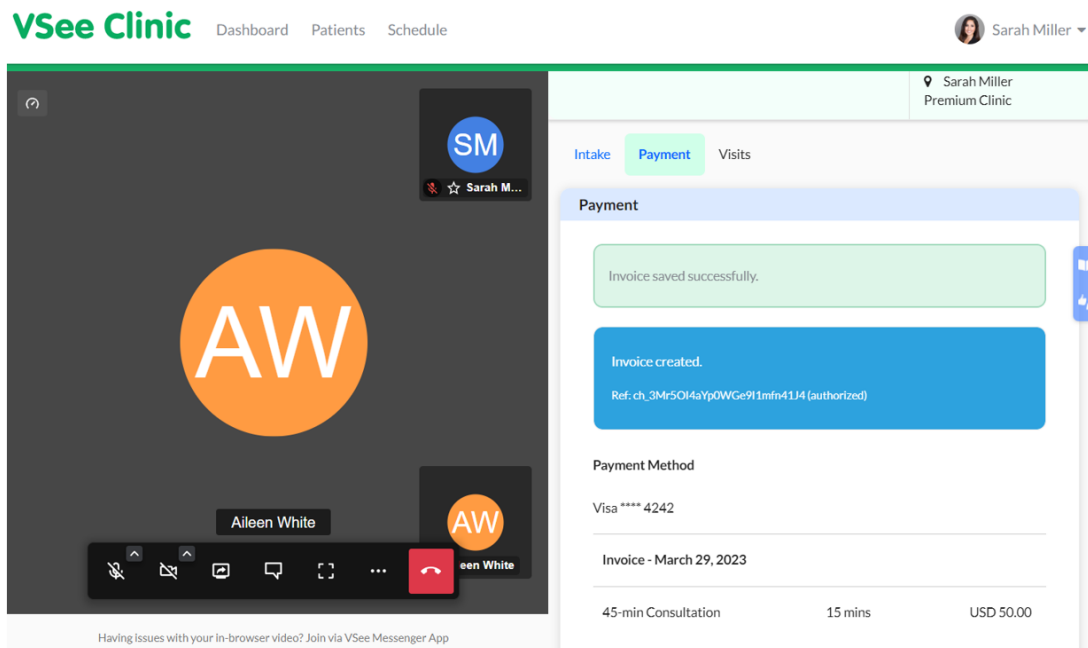
**Payment Summary:**

- Payment Method: Visa \*\*\*\* 4242
- Invoice - March 29, 2023
- 45-min Consultation (15 mins): USD 50.00
- Additional consultation: USD 10.00
- Discount: 2.00%
- Subtotal: USD 58.80
- Total: USD 58.80
- Buttons: Update Invoice, 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.



The screenshot shows the VSee Clinic interface. On the left, a video call window displays a large orange circle with the initials 'AW' and a name tag for 'Aileen White'. On the right, the 'Payment' tab is active, showing a 'Paid' status with a blue box containing reference IDs. Below this, the 'Payment Method' is indicated by a circular icon, and an 'Invoice - March 29, 2023' is shown with a table of charges:

Service	Duration	Amount
45-min Consultation	15 mins	USD 50.00
Additional consultation		USD 10.00

## 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.

The screenshot shows the VSee Clinic dashboard. A notification banner at the top reads 'Welcome Sarah! Get training resources to your VSee Clinic Premium.' Below this, the 'Ready for Visits' section shows 'There are no patients waiting at this time.' To the right, the 'Today's Schedule' section shows 'No appointments at this time.' Under the 'Reminder' section, a reminder for 'Aileen White' (Visit #1000097774) is displayed with a red box around the 'Pending payment' status.

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 Call Add Participants

[←](#) Aileen White Offline

[Intake](#) [Payment](#) [Visits](#)

### Payment

**Paid.**  
Ref: ch\_3Mr5bE4aYp0WGe911baH8ugF

**Payment Method**  
Visa \*\*\*\* 4242

**Invoice - March 29, 2023**

45-min Consultation	15 mins	USD 50.00
	Discount	0%
	Subtotal	USD 50.00
	<b>Total</b>	<b>USD 50.00</b>

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](#)

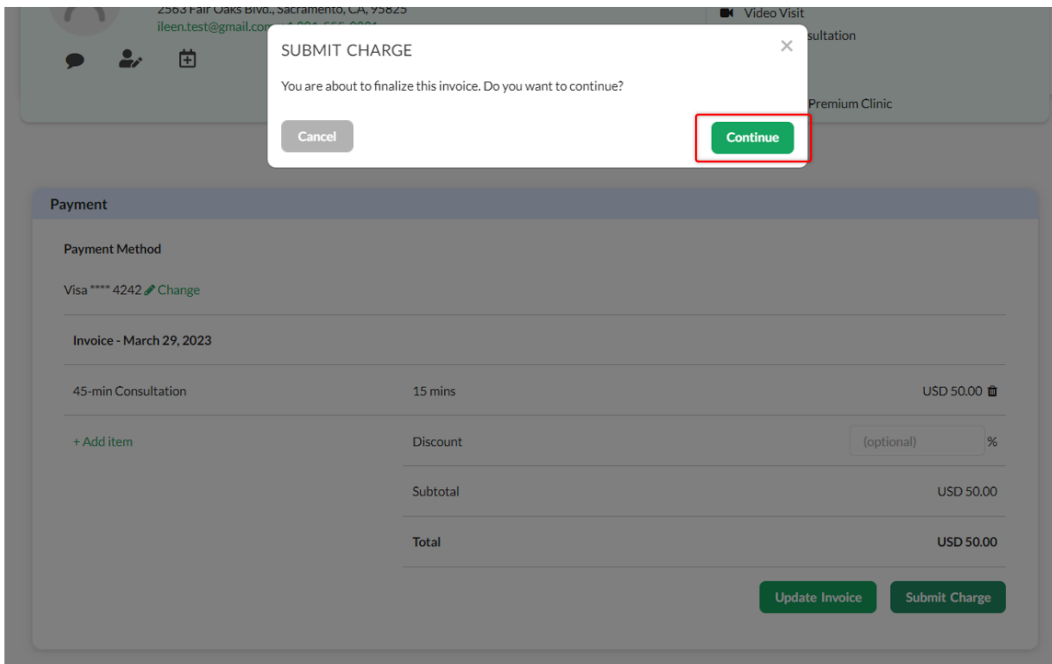
**Invoice - March 29, 2023**

45-min Consultation	15 mins	USD 50.00
<a href="#">+ Add item</a>	Discount	<input type="text" value="(optional)"/> %
	Subtotal	USD 50.00
	<b>Total</b>	<b>USD 50.00</b>

Update Invoice Submit Charge

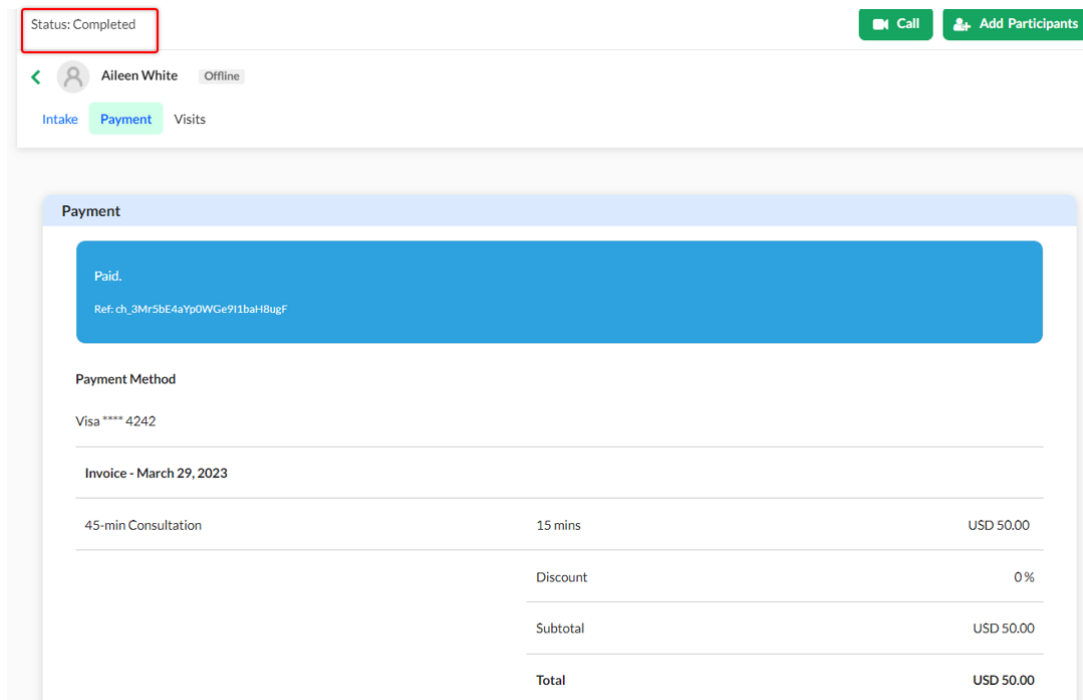
A pop-up window will appear, click on **Continue** to confirm.





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.*



## Scope and Limitations:

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

Need more assistance? Send us an email at [help@vsee.com](mailto:help@vsee.com) or check out the [Help](#) section under the Profile Menu of your VSee Clinic.

This article was last updated on: 12 April 2023

Tags

charge

epayment

fee

payment