

## 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 shows the VSee Clinic interface during a video visit. The top navigation bar includes 'VSee Clinic', 'Dashboard', 'Patients', and 'Schedule'. The user 'Sarah Miller' is logged in. The main video window shows a patient named Aileen White (AW) and a provider named Sarah Miller (SM). The 'Payment' tab is highlighted in the sidebar, and the 'Payment' section is expanded, showing the payment method as 'Visa \*\*\*\*4242' and the amount as 'USD 50.00'. The 'Payment' section also includes a 'Change' link next to the payment method and an 'Invoice - March 29, 2023' link.

Having Issues with your In-browser video? Join via VSee Messenger App

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

VSee Clinic Dashboard Patients Schedule Sarah Miller

Intake **Payment** Visits

Payment

Payment Method

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

Invoice - March 29, 2023

45-min Consultation <a href="#">Change</a>	15 mins	USD 50.00
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[+ Add item](#)

Discount (optional) %

Subtotal USD 50.00

Total USD 50.00

[Update Invoice](#) [Submit Charge](#)

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Select from the dropdown the correct visit option.

Then click on **Done**.

VSee Clinic Dashboard Patients Schedule Sarah Miller

Intake **Payment** Visits

Payment

Payment Method

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

Invoice - March 29, 2023

45-min Consultation <a href="#">Done</a>	15 mins	USD 50.00
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[+ Add item](#)

Discount (optional) %

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 Sarah Miller

Intake Payment Visits

Payment

Payment Method

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

Invoice - March 29, 2023

45-min Consultation <a href="#">Change</a>	15 mins	USD 50.00
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[+ Add item](#)

Discount (optional) %

Subtotal USD 50.00

Total USD 50.00

[Update Invoice](#) [Submit Charge](#)

Aileen White

Having issues with your in-browser video? Join via VSee Messenger App

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

Intake Payment Visits

Payment

Payment Method

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

Invoice - March 29, 2023

45-min Consultation <a href="#">Change</a>	15 mins	USD 50.00
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Additional consultation	USD 10.00	<a href="#">✕</a>
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[+ Add item](#)

Discount (optional) %

Subtotal USD 60.00

Total USD 60.00

[Update Invoice](#) [Submit Charge](#)

Aileen White

Having issues with your in-browser video? Join via VSee Messenger App

You may also add a discount under the discount field.



The screenshot shows a video call window on the left with a large orange circle containing 'AW' and a smaller circle with 'SM'. Below the video is a control bar with icons for mute, video, chat, and a red 'Call' button. The name 'Aileen White' is displayed. To the right is a 'Payment' form with a green success message: 'Invoice saved successfully.' The form includes a 'Payment Method' section with 'Visa \*\*\*\* 4242' and a 'Change' link. Below is an 'Invoice - March 29, 2023' section with a table of items: '45-min Consultation' (15 mins, USD 50.00) and 'Additional consultation' (USD 10.00). A '+ Add item' link is present. A 'Discount' section shows '2 %'. The 'Subtotal' is 'USD 58.80' and the 'Total' is 'USD 58.80'. At the bottom of the form are 'Update Invoice' and 'Submit Charge' buttons.

Payment

Invoice saved successfully.

Payment Method

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

Invoice - March 29, 2023

45-min Consultation <a href="#">Change</a>	15 mins	USD 50.00
Additional consultation		USD 10.00

[+ Add item](#)

Discount 2 %

Subtotal USD 58.80

Total USD 58.80

Update Invoice Submit Charge

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 the 'Submit Charge' button at the bottom right of the payment form is highlighted with a red rectangular border.

Payment

Invoice saved successfully.

Payment Method

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

Invoice - March 29, 2023

45-min Consultation <a href="#">Change</a>	15 mins	USD 50.00
Additional consultation		USD 10.00

[+ Add item](#)

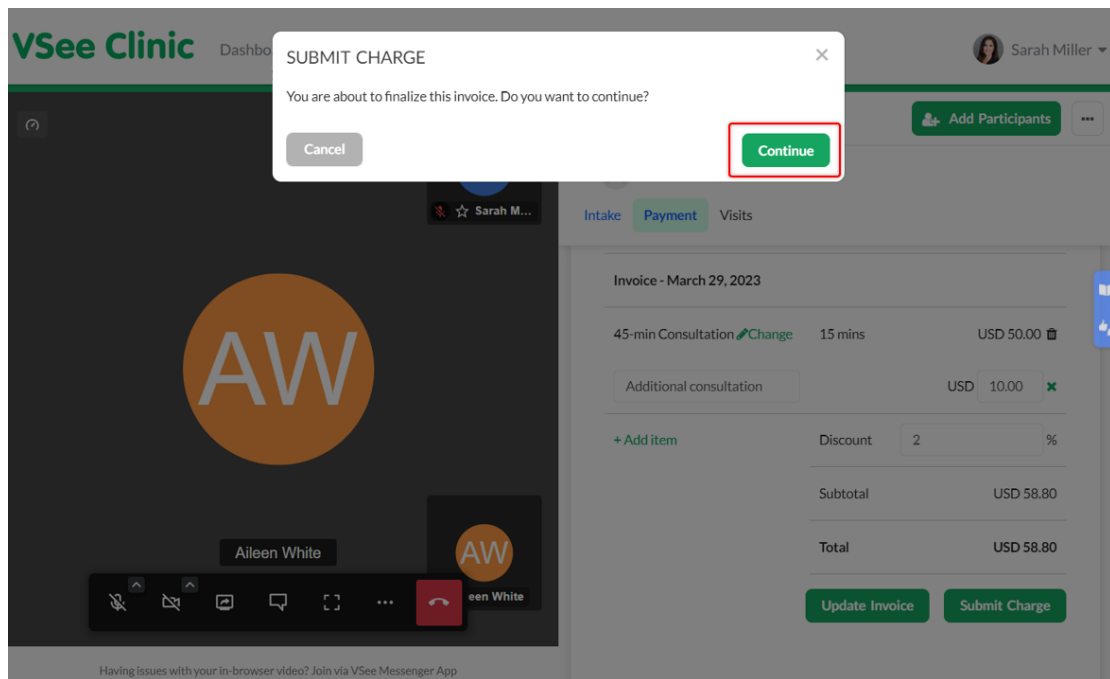
Discount 2.00 %

Subtotal USD 58.80

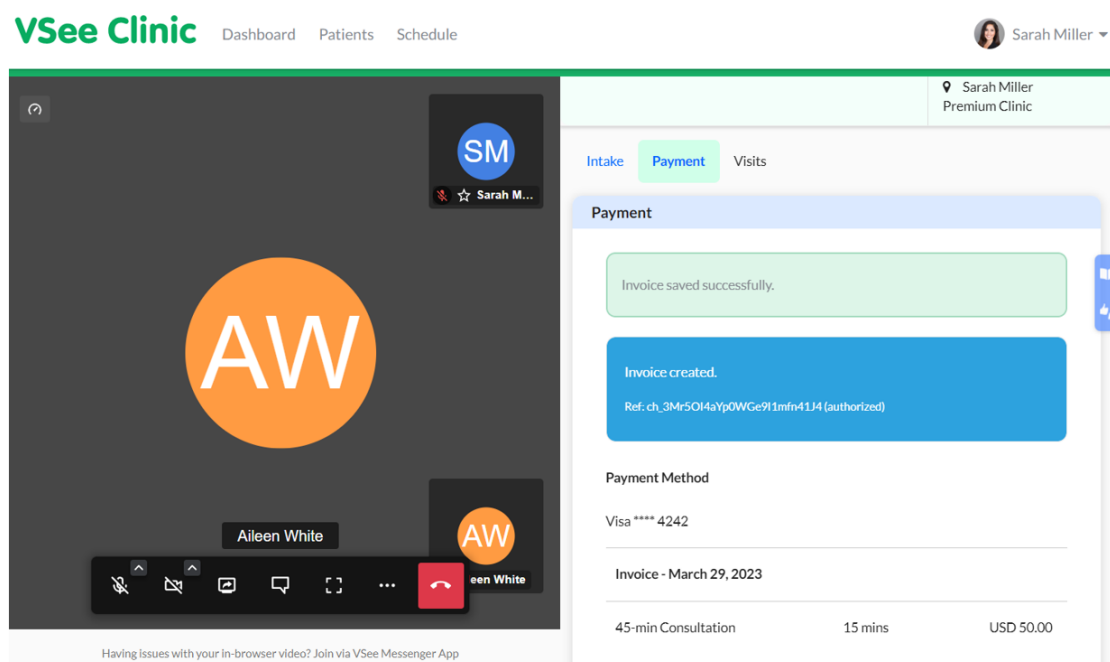
Total USD 58.80

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.



**VSee Clinic** Dashboard Patients Schedule Sarah Miller

Intake **Payment** Visits

**Payment**

Paid.

Ref: ch\_3Mr5OI4aYp0WGe9l1mfn4114

in\_1Mr5ZP4aYp0WGe9laVF49vcO

Payment Method

Invoice - March 29, 2023

45-min Consultation	15 mins	USD 50.00
Additional consultation		USD 10.00

Having issues with your in-browser video? Join via VSee Messenger 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

There are no patients waiting at this time.

[Invite Patients](#)

Today's Schedule

No appointments at this time.

Reminder

Aileen White  
Visit #1000097774  
**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

CallAdd Participants

<Aileen WhiteOffline

IntakePaymentVisits

Payment

Paid.

Ref: ch\_3Mr5bE4aYpOWGe911baH8ugF

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

CallAdd Participants

<Aileen WhiteOffline

IntakePaymentVisits

Payment

Payment Method

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

Invoice - March 29, 2023

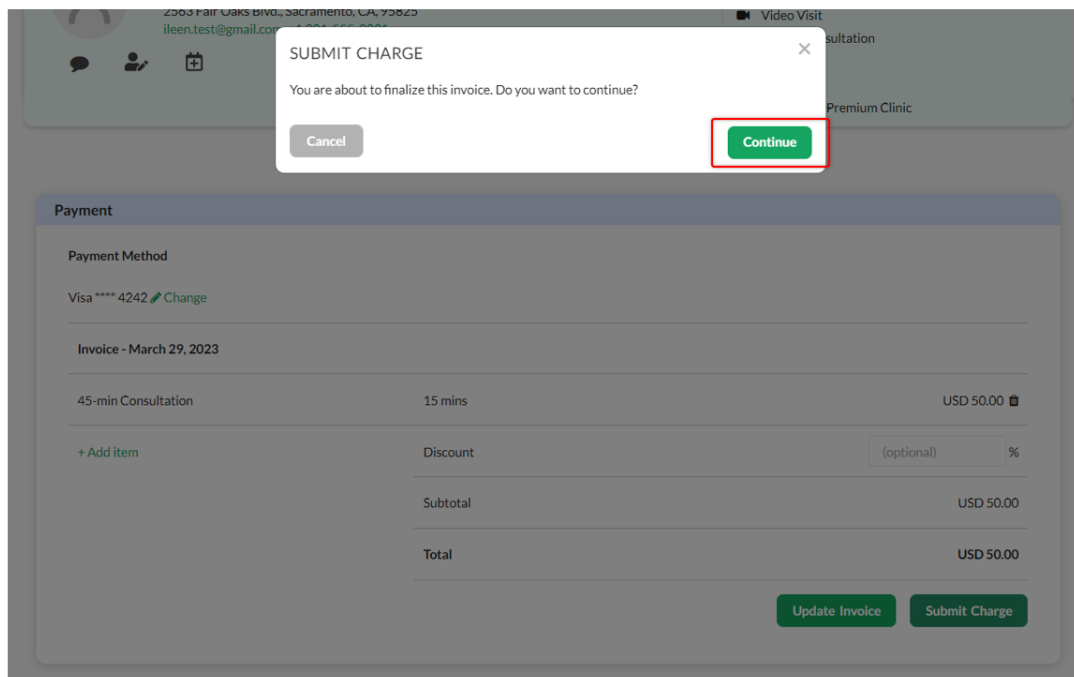
45-min Consultation	15 mins	USD 50.00
<a href="#">+ Add item</a>	Discount	(optional) %
Subtotal		USD 50.00
Total		USD 50.00

Update Invoice

Submit Charge

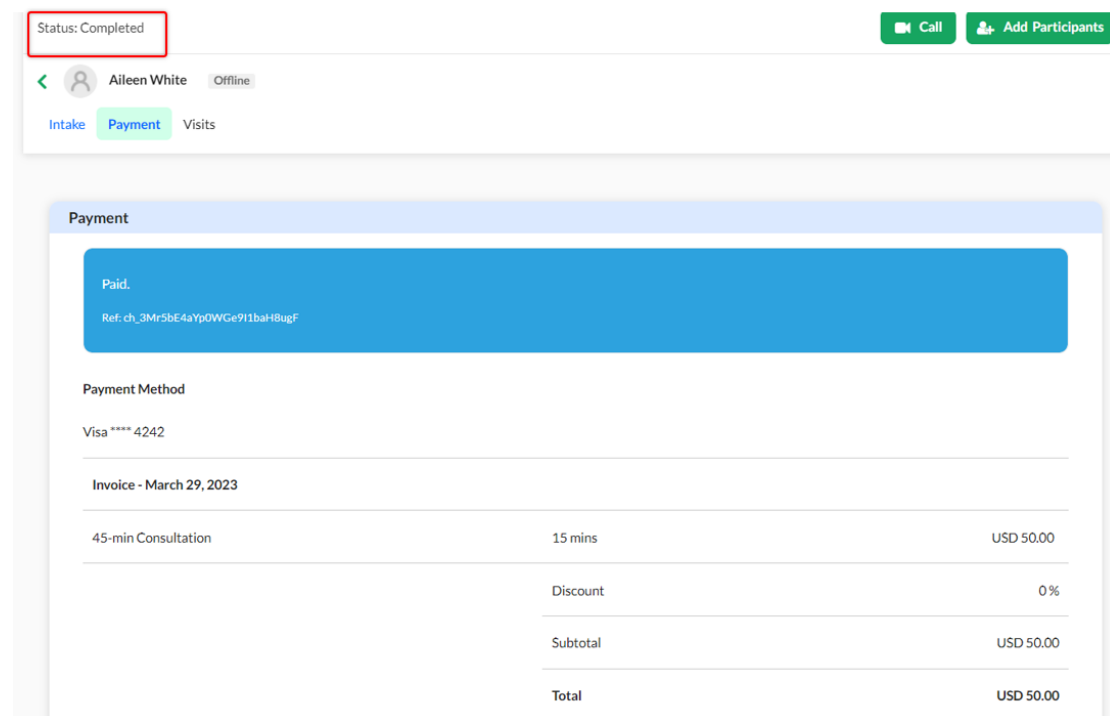
A pop-up window will appear, click on **Continue** to confirm.





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](#)
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- [payment](#)