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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](#)

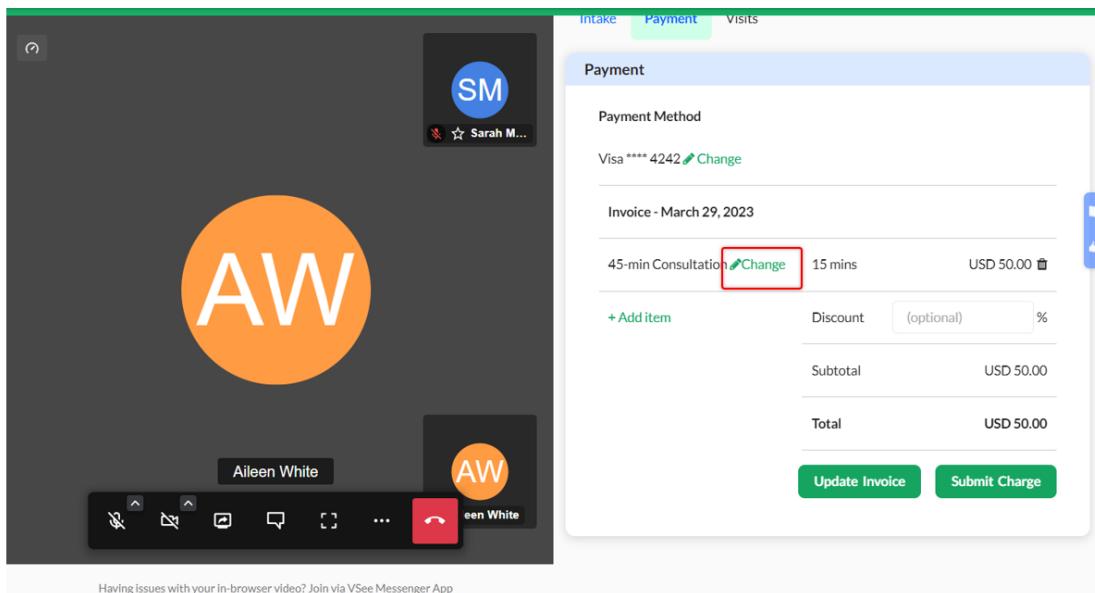
[After the Visit](#)

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 software interface during a video visit. On the left, the provider's screen displays a large orange circle with 'AW' and the patient's name 'Aileen White'. On the right, the patient's screen displays a smaller orange circle with 'AW' and the provider's name 'Sarah Miller'. The interface includes a 'Payment' tab highlighted in blue, and a sidebar with visit details like Visit ID, date, and payment method.

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



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

Payment Method: Visa **** 4242 [Change](#)

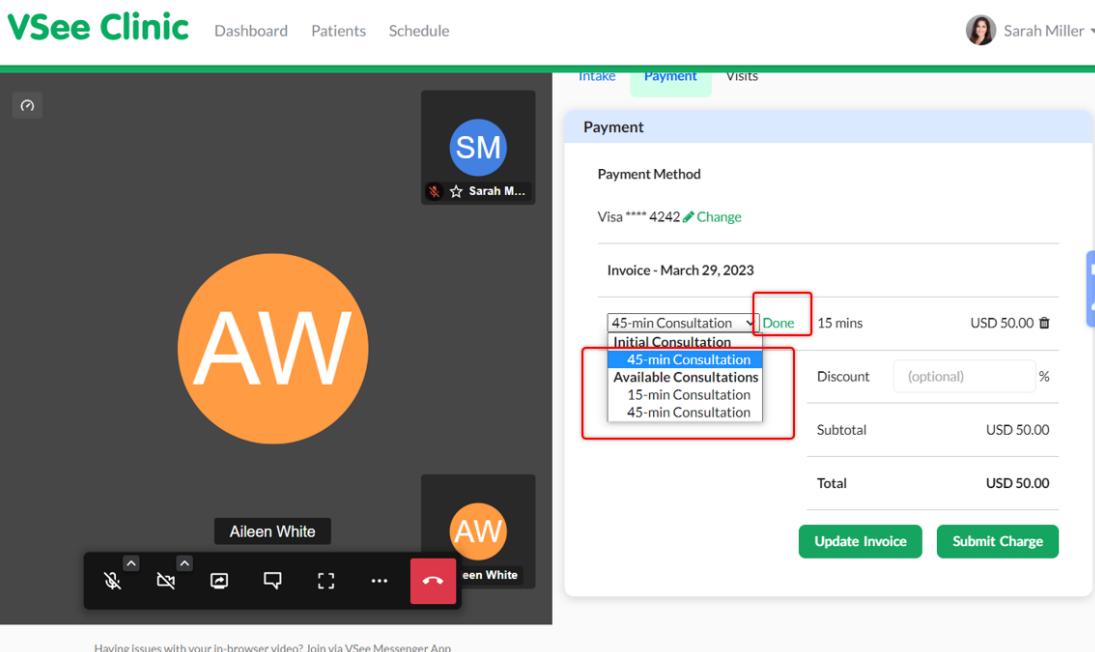
Invoice - March 29, 2023

45-min Consultation	Change	15 mins	USD 50.00
+ Add item		Discount (optional) %	
		Subtotal	USD 50.00
		Total	USD 50.00

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

Select from the dropdown the correct visit option.

Then click on **Done**.



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Payment Method: Visa **** 4242 [Change](#)

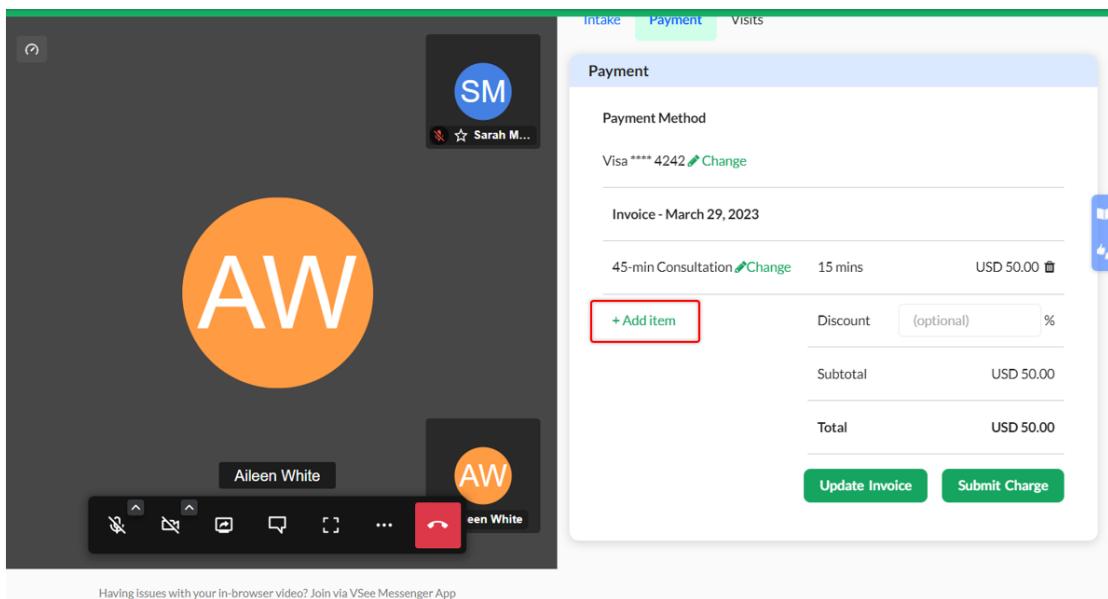
Invoice - March 29, 2023

45-min Consultation	Done	15 mins	USD 50.00
Initial Consultation		Discount (optional) %	
45-min Consultation		Subtotal	USD 50.00
Available Consultations		Total	USD 50.00
15-min Consultation			
45-min Consultation			

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

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.



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

Payment

Payment Method

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

Invoice - March 29, 2023

45-min Consultation [Change](#) 15 mins USD 50.00

[+ Add item](#) Discount (optional) %

Subtotal USD 50.00

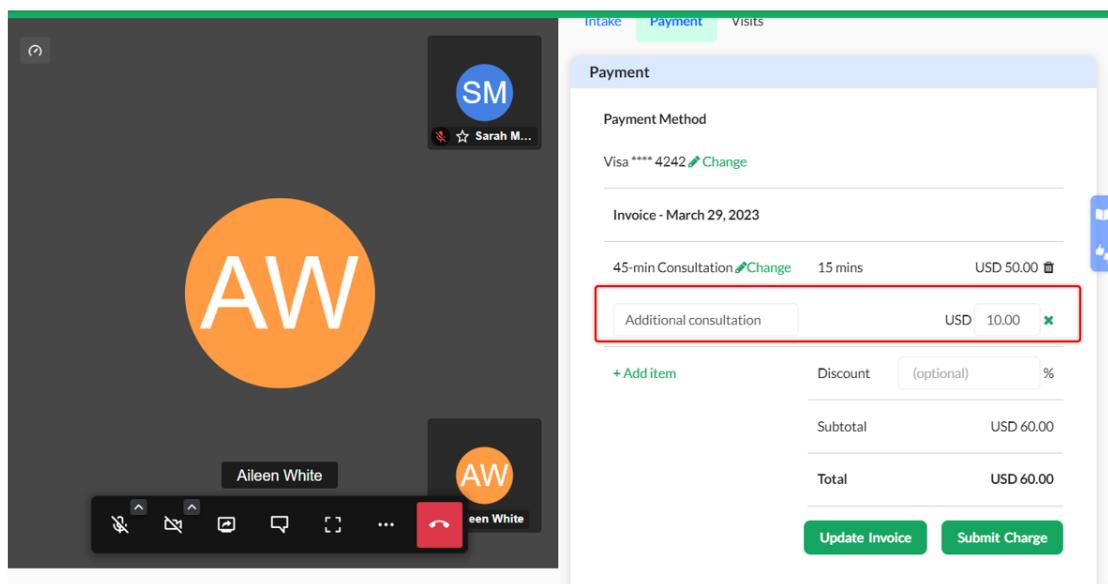
Total USD 50.00

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

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.



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

Payment

Payment Method

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

Invoice - March 29, 2023

45-min Consultation [Change](#) 15 mins USD 50.00

USD 10.00 [X](#)

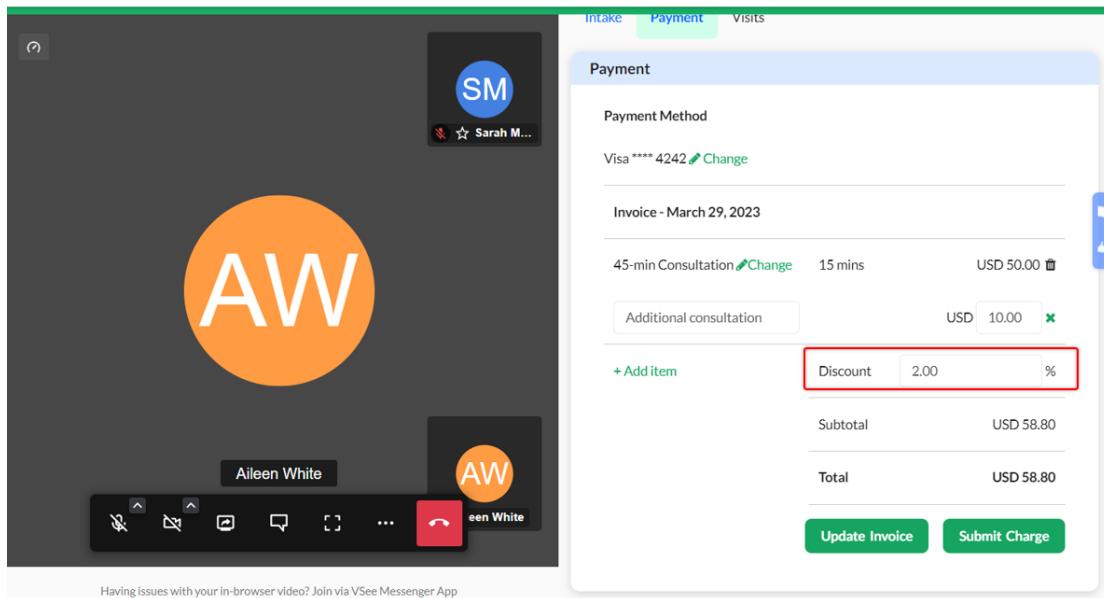
[+ Add item](#) Discount (optional) %

Subtotal USD 60.00

Total USD 60.00

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

You may also add a discount under the discount field.



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

Payment

Payment Method

Visa **** 4242 

Invoice - March 29, 2023

45-min Consultation  15 mins USD 50.00 

Additional consultation USD 10.00 

+ Add item

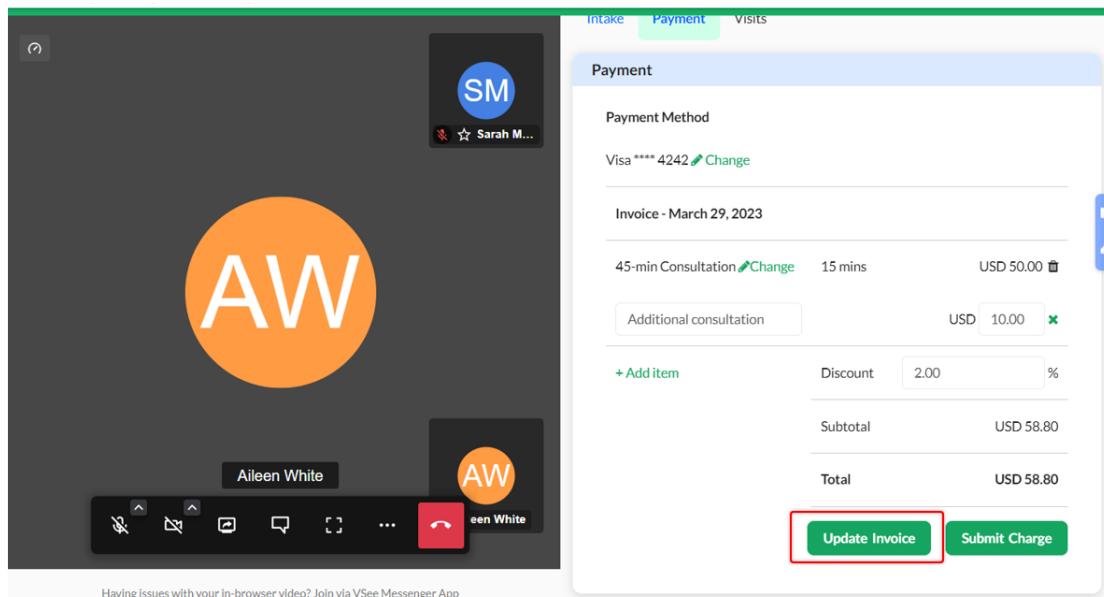
Discount 2.00 %

Subtotal USD 58.80

Total USD 58.80

Update Invoice **Submit Charge**

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



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

Payment

Payment Method

Visa **** 4242 

Invoice - March 29, 2023

45-min Consultation  15 mins USD 50.00 

Additional consultation USD 10.00 

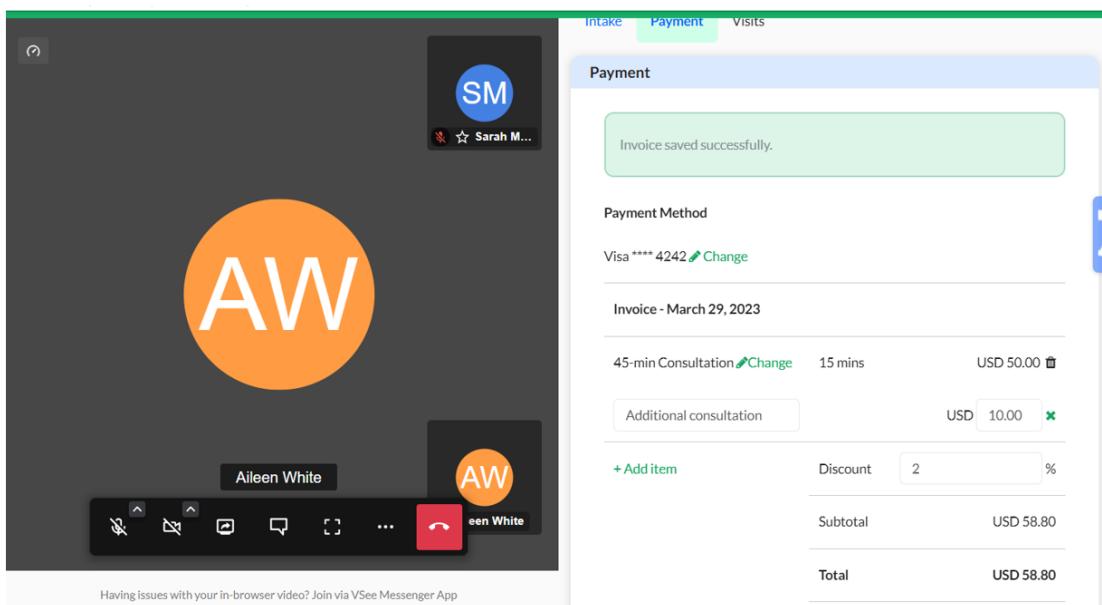
+ Add item

Discount 2.00 %

Subtotal USD 58.80

Total USD 58.80

Update Invoice **Submit Charge**



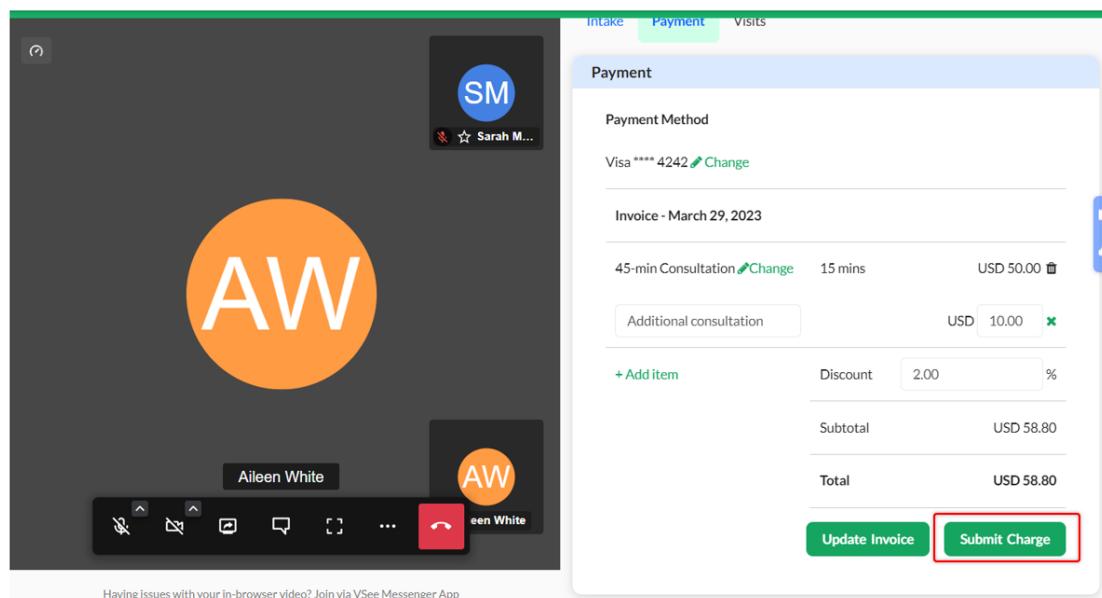
The screenshot shows the VSee Clinic software interface. On the left, there is a video call window with a large orange circle containing the letters 'AW'. The patient's name, 'Aileen White', is displayed at the bottom of the video window. On the right, the 'Payment' tab is selected in the navigation bar. The payment screen shows an invoice for a '45-min Consultation' on 'March 29, 2023'. The invoice details are as follows:

Item	Duration	Fee
45-min Consultation	15 mins	USD 50.00
Additional consultation		USD 10.00
Subtotal		USD 58.80
Total		USD 58.80

A green message box at the top right of the payment screen says 'Invoice saved successfully.'

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**.

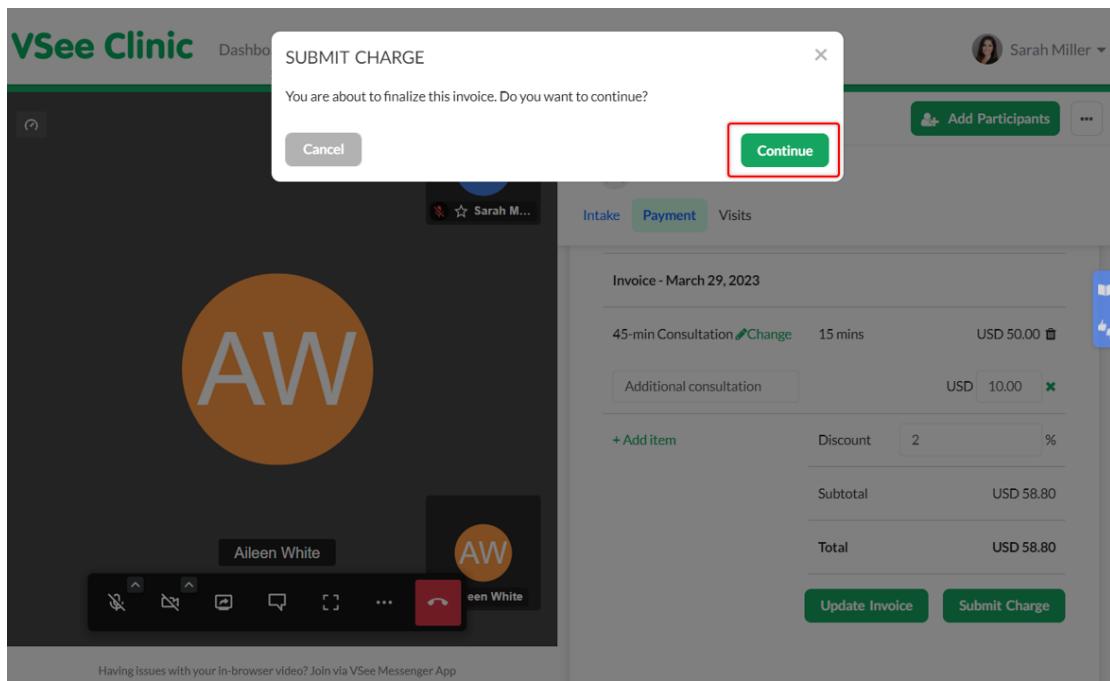


The screenshot shows the VSee Clinic software interface. On the left, there is a video call window with a large orange circle containing the letters 'AW'. The patient's name, 'Aileen White', is displayed at the bottom of the video window. On the right, the 'Payment' tab is selected in the navigation bar. The payment screen shows an invoice for a '45-min Consultation' on 'March 29, 2023'. The invoice details are as follows:

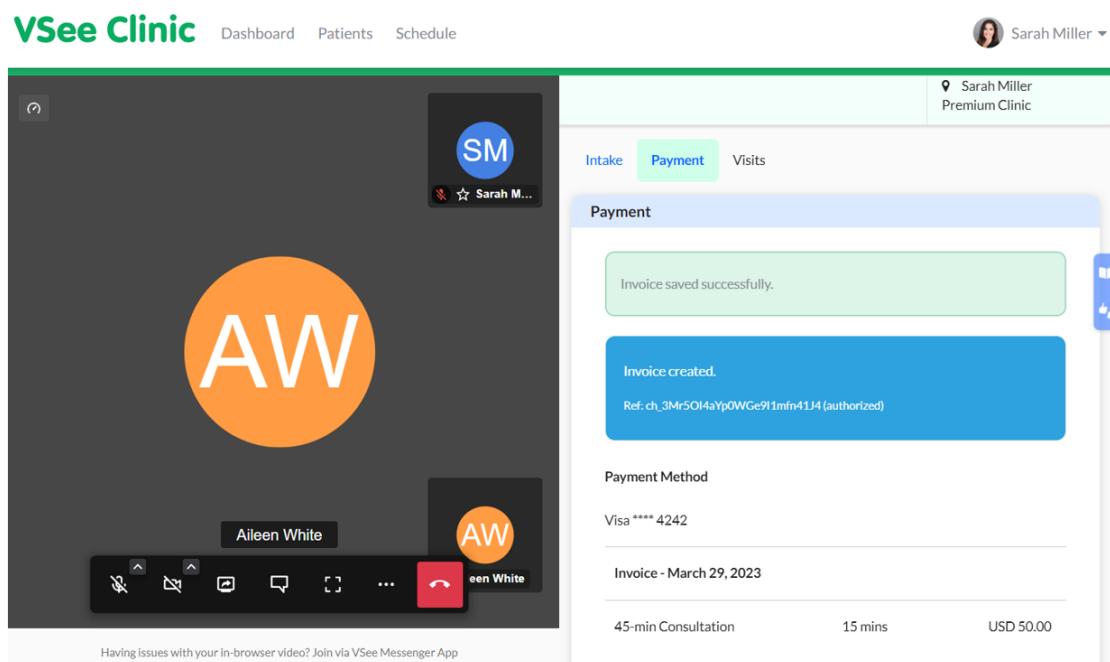
Item	Duration	Fee
45-min Consultation	15 mins	USD 50.00
Additional consultation		USD 10.00
Subtotal		USD 58.80
Total		USD 58.80

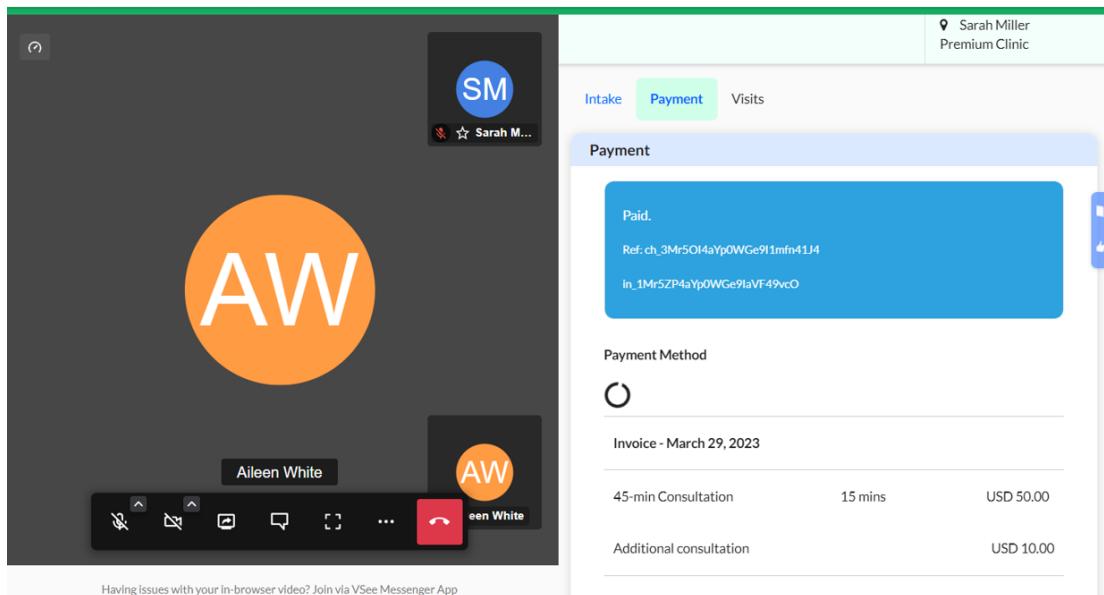
At the bottom right of the payment screen, there are two buttons: 'Update Invoice' and 'Submit Charge'. The 'Submit Charge' button is highlighted with a red box.

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.





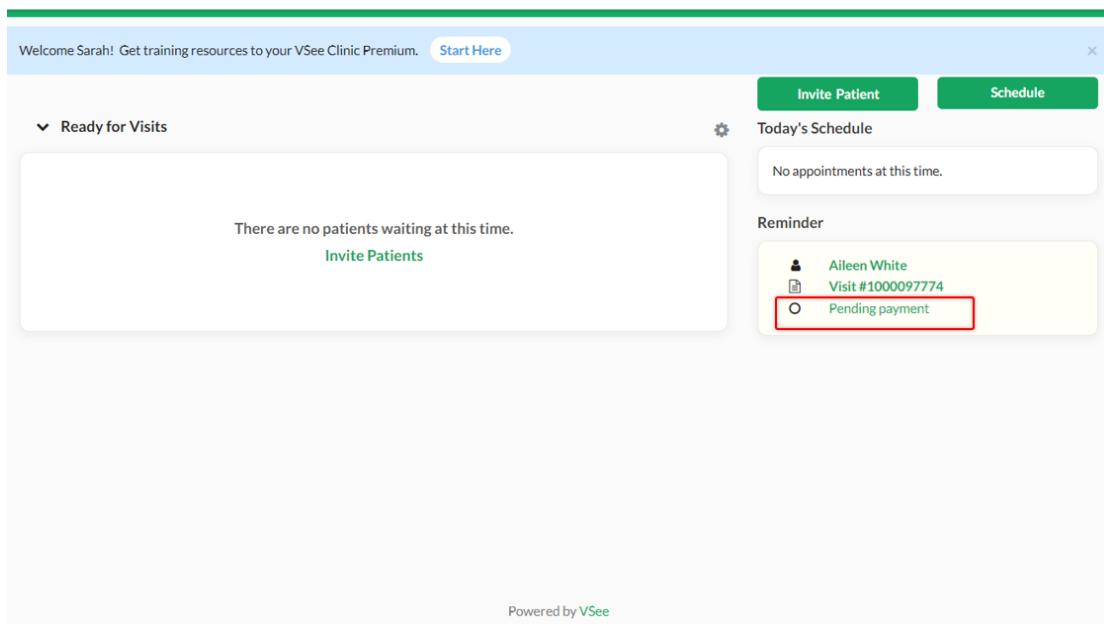
The screenshot shows the VSee Clinic software interface. On the left, a video call window displays a large orange circle with 'AW' in white, representing Aileen White. The video controls at the bottom include volume, camera, and a red 'end' button. On the right, a payment summary is shown under the 'Payment' tab. The summary indicates the visit was 'Paid' with reference numbers: Ref: ch_3Mr5Ol4aYp0WGe9l1mfn41J4 and in_1Mr5ZP4aYp0WGe9l1aVF49vC0. The payment method is listed as 'Invoice - March 29, 2023'. The visit details show a 45-min Consultation (15 mins) costing USD 50.00 and an Additional consultation costing 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.

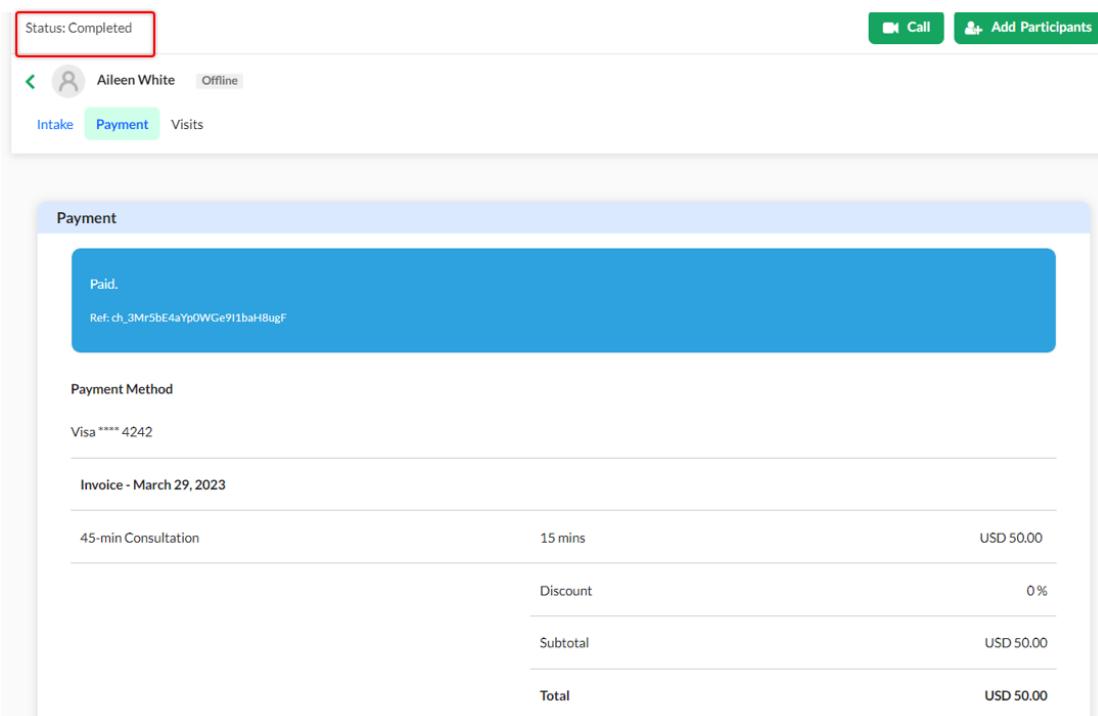
Click on **Pending Payment** of the selected visit under the Reminders field.



The screenshot shows the VSee Clinic software dashboard. The 'Ready for Visits' section indicates 'No patients waiting at this time.' The 'Today's Schedule' section shows 'No appointments at this time.' In the 'Reminder' section, there is a list for Aileen White, Visit #1000097774, 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_3Mr5bE4aYp0WGe9l1baH8ugF

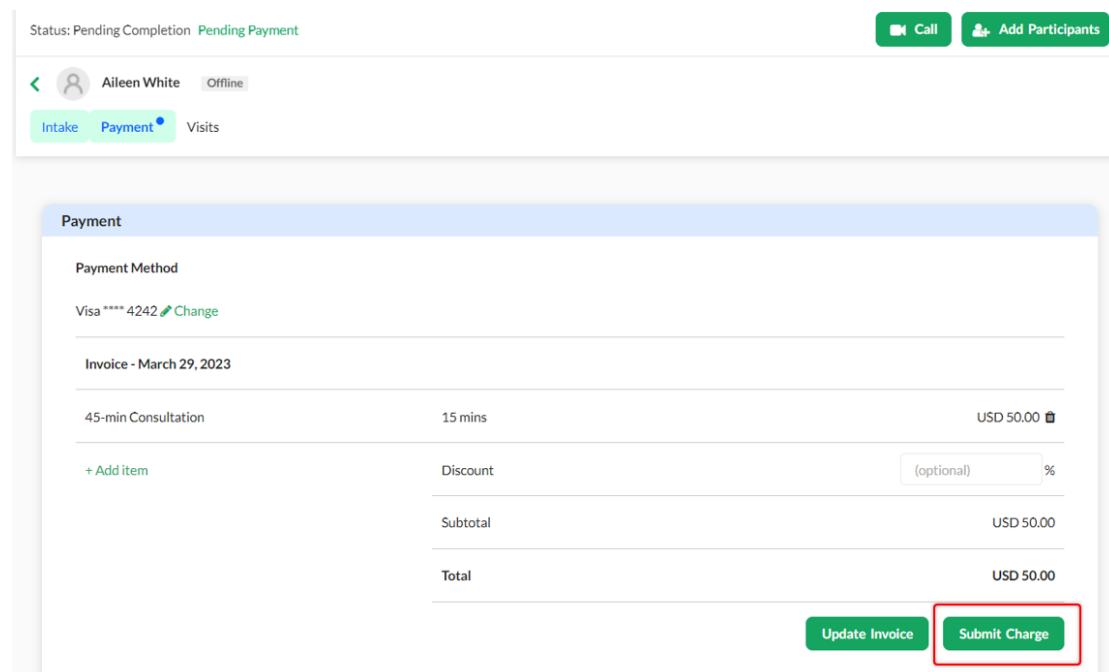
Payment Method

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

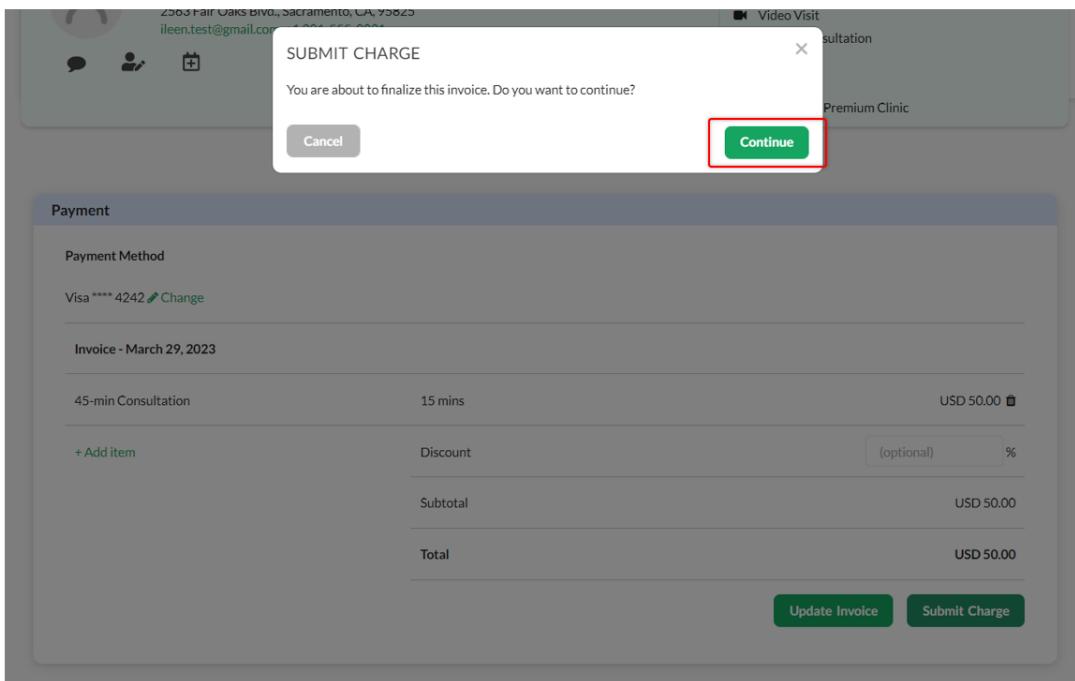
Visa **** 4242 [Change](#)

Invoice - March 29, 2023

45-min Consultation	15 mins	USD 50.00 Edit
+ Add item	Discount	(optional) %
	Subtotal	USD 50.00
	Total	USD 50.00

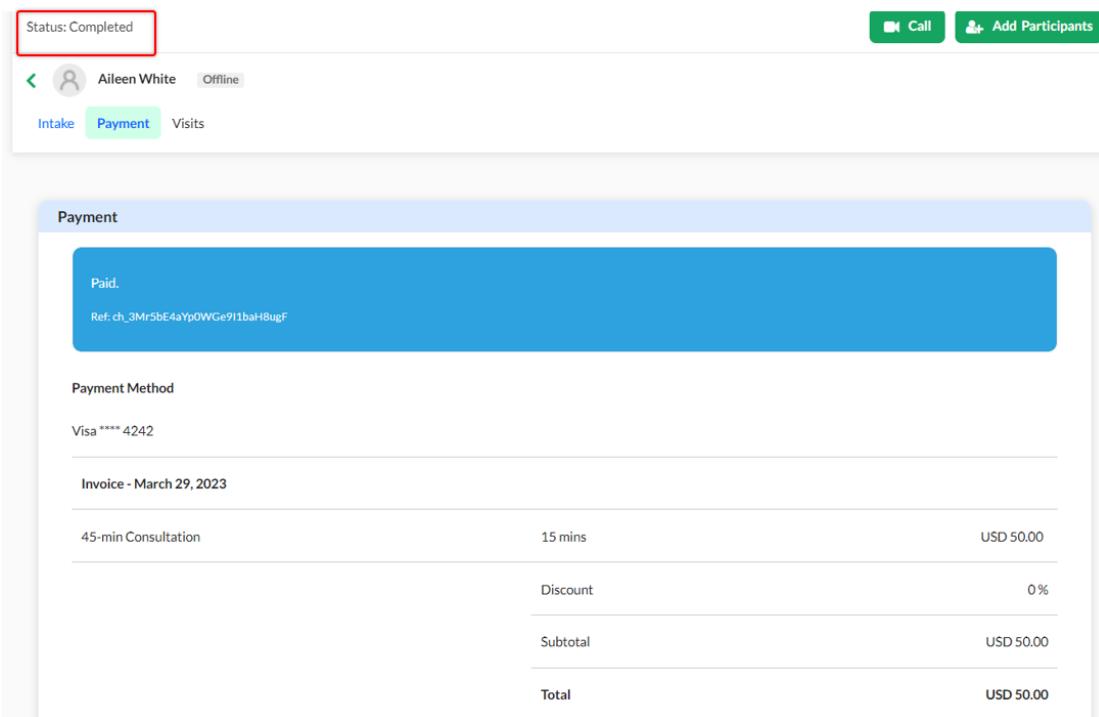
[Update Invoice](#) **Submit Charge**

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



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 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](#)
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- [fee](#)
- [payment](#)