

Knowledgebase > VSee Clinic for Providers > In-Browser Calling > Send and Receive Payments in VC (Provider)

Send and Receive Payments in VC (Provider)

Jay-Ileen (Ai) - 2023-07-27 - In-Browser Calling

There are times when a Patient chooses the wrong visit option. And there are also cases wherein there are additional services provided during the visit that was not covered by the fee for that visit option. Instead of having the Patients enter their credit card information only during the Intake process, Providers can now request Patients to do it within the call.

Note: This feature may not be available in your clinic. Please contact <u>Sales</u> *or your Account Manager to enable this feature.*

How to Request Patient to Enter Credit Card Information During the Visit

Change the Visit Option

Add an Item

How to Complete the Invoice

Scope and Limitations

Related Article

Request Patient to Enter Credit Card Information During the Visit

Change the Visit Option

In this example, the patient has selected a "Free" visit option and hasn't entered a credit card yet.

- 1. Click on the **Payment** tab.
- 2. Select Change.

VSee Clinic Dashboard Participants Schedule			🗩 纋 Sarah Miller 👻
REC O	SM SM S Sarah M	ayment Meetings Medical History	Allergies Medications Documents
BW	Payment Payment Method + Add a new card Invoice - June 16, 2 PChange	2022 mins	Request Card USD 0.00
	+ Add item	Discount	(optional) %
Brianna Williams	RW	Subtotal	USD 0.00
×~~~~~~	8 Brianna Wil	Total	USD 0.00
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- 3. Choose from the **Dropdown menu** the visit option with charge.
- 4. Click on the **Request Card** button.

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SM & 🕁 Sarah M	Intake Notes Payment Meetings	Q UAT Medical History Allergies Medications Document	ıts
BW	Payment Payment Method + Add a new card Invoice - June 16, 2022	Request Card 15 mins USD 100.00 Discount (optional) %	•
Havling Issues with your In bitrower video? Join Via VSee Messenaer App	Standard Consultation Follow-up Consultation	Subtotal USD 100.00 Total USD 100.00 Update Invoice Submit Charge	

5. A pop-up window will appear. Click **Continue**.

Note: Tick the checkbox if you will allow the Patient to submit the charge. But you won't be able to uncheck this once you've sent the payment form.

VSee Clinic Dashboard Participants Sch	REQUEST CARD FROM PARTICIPANT	×		🗩 🔒 Sarah Miller 👻
	You are about to request the participant to update their payr continue?	aent info. Do you want to	Medical History Allergie	UAT Medications Documents
BW	Cancel Paym + Add Stu	ent Method Ja new card sice - June 16, 2022 Indard Consultation v Done	15 mins	Request Card USD 100.00
	+A	id item	Discount	(optional) %
			Subtotal	USD 100.00
Having issues with your in-browser video? Join via V	iee Messenger App		Update Ir	voice Submit Charge

You will now have to wait for the Patient to complete adding their credit card information.

VSee Clinic Dashboard Participants Schedule 🗩 \, 🎧 Sarah Miller 👻 Notes Payr nt Meetings Medical History Allergies Media nts Insurance Day SM Payment ☆ Sarah M... ment Method + Add a new card Invoice - June 16, 2022 Request Card Standard Consultation Y Done 15 mins USD 100.00 Discount Subtotal USD 100.00

At the moment, the **Submit Charge** button is greyed out.

Add an Item

In this next example, the patient has selected a visit option with a fee, but you need to charge the Patient for additional services during the visit.

Total

USD 100.00

- VSee Clinic Dashboard Participants Schedule 🗩 \, 🎧 Sarah Miller 🗣 # Meeting ID: 555811
 Today 12:42 PM
 Video Meeting
 VIAT REC 🕜 Brianna Williams In call 8 SM 2/ ~ ø 队 📩 Sarah M.. t Meetings Medical History Allergies Medications Documents Insu Pa Payment Payment Method + Add a new card Invoice - June 16, 2022 Standard Consultation 15 mins USD 100.00 + Add item Discount Subtotal USD 100.00 BW Total USD 100.00 Submit Charge
- 1. Click on +Add item.

2. Place an item description.

3. Add the charge.

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	Sarah M	ance
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	+ Add a new card	-
(BVV)	Invoke - June 16,2022 Request Card 	1
	Rem Description	8 '
	+ Add item Discount (optional)	5
Delease University	Subtotal USD 100.00)
	Total USD 100.00)
	Update Invoice Submit Charge	

4. Click on the **Request Card** button.

VSee Clinic Dashboard Participants Schedule			🗩 🏭 Sarah Miller 👻
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	Payment Payment Method		
	+ Add a new card		0
(BW)	Invoice - June 16, 20		Request Card
	Additional service	es	USD 20.00 ×
	+ Add item	Discount	(optional) %
Brianna Williams	RW	Subtotal	USD 20.00
x° ¤° @ 🔼	Brianna Wil	Total	USD 20.00
Having issues with your in-browser video? Join via VSee Messeneer App			Update Invoice Submit Charge

5. A pop-up window will appear. Click **Continue**.

Note: Tick the checkbox if you will allow the Patient to submit the charge. But you won't be able to uncheck this once you've sent the payment form.

VSee Clinic Dashboard Participants Schedule	REQUEST CARD FROM PARTICIPANT	×	🗩 (💭 Sarah Miller 🕶
	You are about to request the participant to update their payment info. Do you want to continue?	♥ U	/ideo Meeting AT
	Cancel	6 Medical History Allergies Medicatio	ns Documents Insurance
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	+ Add item	Discount	(optional) %
		Subtotal	USD 20.00
		Total	USD 20.00
		Update Inv	oice Submit Charge
Having issues with your in-browser video? Join via VSee M	essenger App		

You will now have to wait for the Patient to complete adding their credit card

information.

At the moment, the **Submit Charge** button is greyed out.

VSee Clinic Dashboard Participants Schedule								۰	Sarah Miller 🔻
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		+ Add item			Discount			0 US	% D 20.00
					Total		Update Invoice	US Submit (iD 20.00 Charge

Completing the Invoice

Once the Patient finished adding their credit card information, you will see under **Payment Method** the credit card preview that the patient entered; which you can change if you need to.

1. Click on **Submit Charge**.



2. Click on **Continue**.

VSee Clinic Dashboard Participants Schedule	SUBMIT CHARGE	×		🗩 (🔒 Sarah Miller 🗸
	You are about to finalize this invoice. Do you wa	Continue?		# Meeting ID: 555748 Today 11:48 AM Video Meeting V UAT
		Intake Notes Payment Meetings Medica Payment Payment Method Visa****4242/#Charge	l History Allergies Mec	dications Documents Insurance
BVV		Invoice - June 16, 2022 Standard Consultation	15 mins	Request Card USD 100.00
		+ Add item	Discount	0 %
			Total	USD 100.00
Having issues with your in browner video? Join via Vise Mer	senser Aro		Upda	ite Involce Submit Charge

You will see a confirmation that the Invoice has been saved successfully, along with the invoice reference number. It will also show the confirmation that the visit has been paid.

VSee Clinic	Dashboard Participants Schedule				🗩 🏭 Sarah Miller 👻
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			Payment		
			Invoice saved successfully.		
			Invoice created.	nW (authorized)	
			Payment Method		
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			Invoice - June 16, 2022		Request Card
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VSee Clinic	Dashboard Participants Schedule	SM C 🕁 Saah M	Payment Method Visa **** 4242 Invoice - June 16, 2022	in call Meetings Medical History Allergies w	Control Contro Control Control Control Control Control Control Control Control Co
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Scope and Limitations

• This is not yet supported on VC mobile app on Android devices.

Related Article

Send and Receive Payments in VC (Patient)

If you have any questions, please contact us at <u>help@vsee.com</u>.

This article was last updated on: 4 July 2022

Tags
card payment
e-payment
epayment
payment