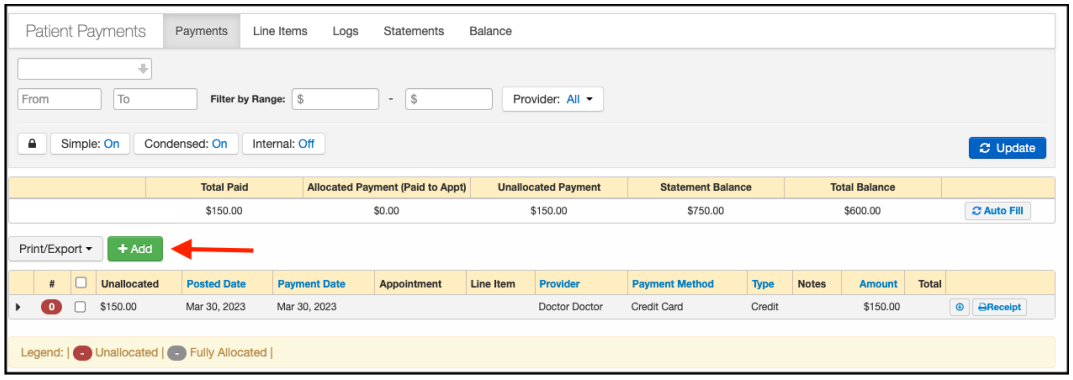
Correcting a payment in the Patient Payments system

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If you encounter a payment that has been posted incorrectly, there is a way to correct it without deleting the entire payment. Although it is possible to completely delete a payment, the best practice is to correct the payment instead so that the historical information will remain should there be a need to research the payment in the future.

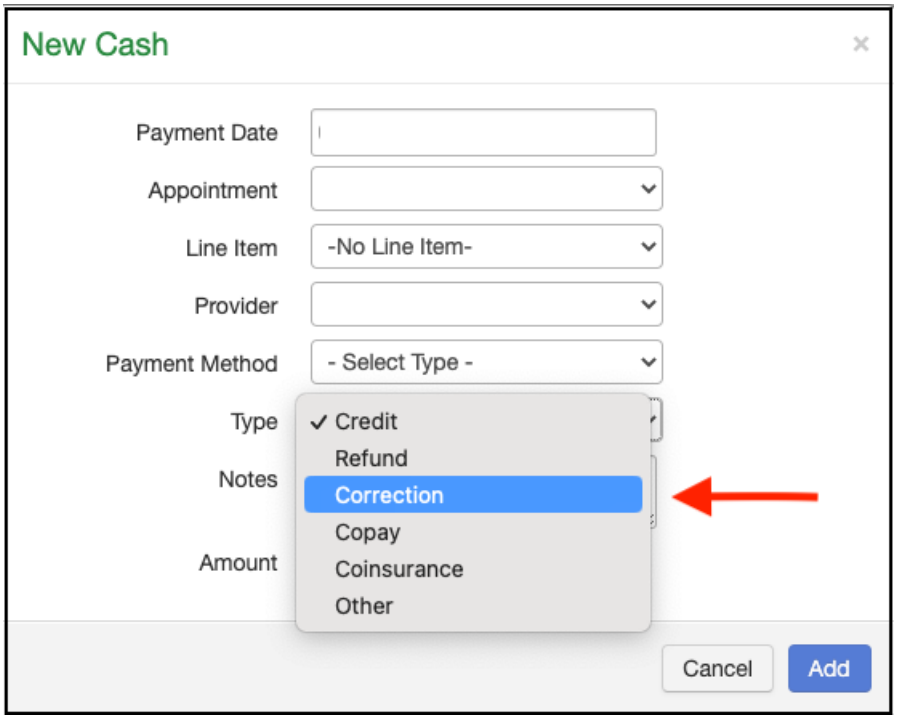
To correct a payment, please follow the steps below:

1. Navigate to Billing > Patient Payments. Once the patient is selected, press the green **+ Add** button.



2. Select the appointment and under the Type dropdown, select Correction. The amount will populate as a negative value.

3. Once all fields are entered, click on the blue **Add** button. The entry will populate as a new line item with a correction under the Type field.



4. If you need to print a receipt for the patient or for record-keeping purposes, we automatically include a note stating that the entry was a correction.

