

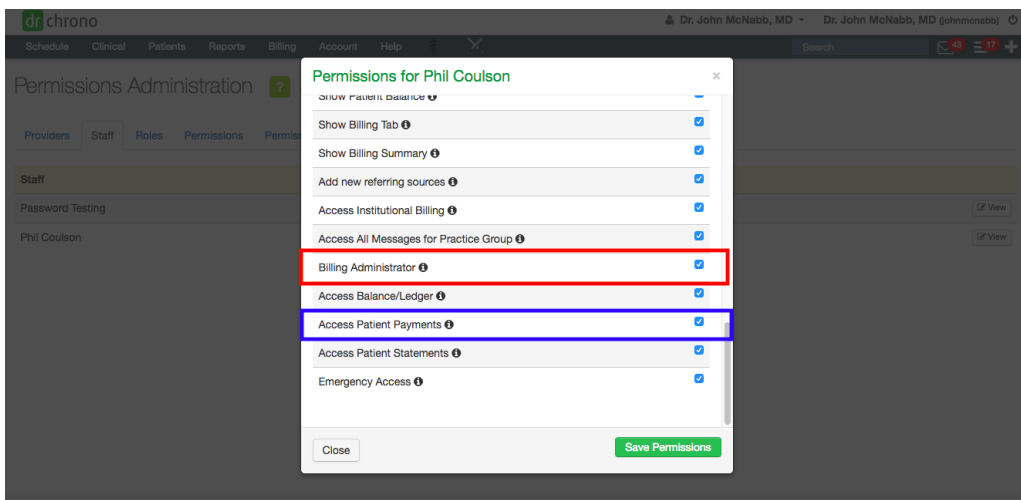
Deleting a payment in the Patient Payments system

Last modified on 06/09/2025 12:07 pm EDT

If there is an error in a payment posted, best practice is to counter-post a correction that will keep a record of the error and subsequent correction instead of deleting the payment, which will remove all records of it. ([How to enter a correction](#))

If you would like to delete the entries outright, you can delete payments that were entered in error. To do so, you'll need the **Billing Administrator** and **Access Patient Payments** permissions enabled for your login. Only those with Billing Administrator privileges will be able to completely delete payments.

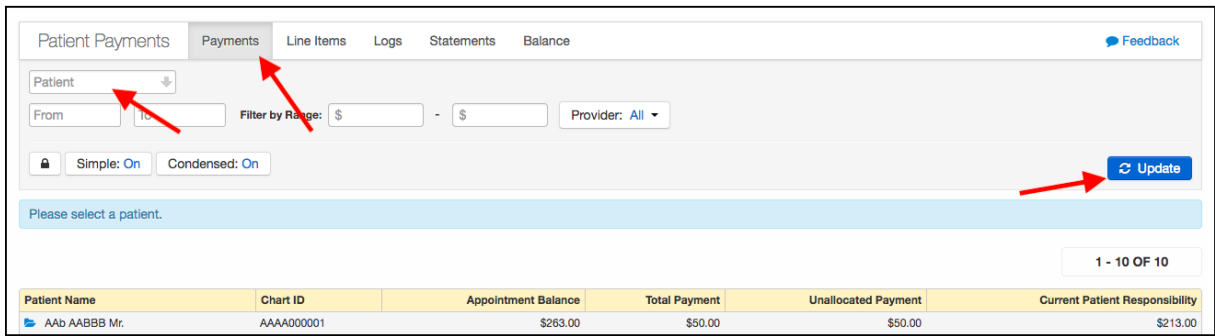
If you are a practice admin, make sure you have these permissions checked off for any Staff Members who will need to delete payments in totality. ([How to set Staff Permissions](#))



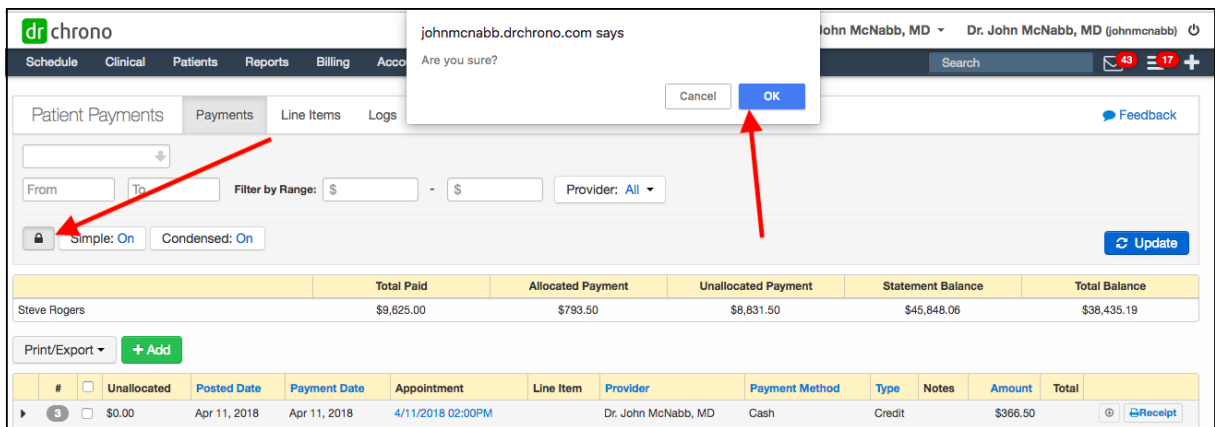
1. With "Billing Administrator" and "Access Patient Payments" enabled, navigate to **Billing > Patient Payments**

The screenshot shows the 'Patient Payments' interface. The 'Payments' tab is selected. The interface includes a search bar for 'Patient', a 'Filter by Range' section with dollar signs, and a 'Provider' dropdown set to 'All'. There are also buttons for 'Simple: On', 'Condensed: On', and 'Internal: Off'. An 'Update' button is visible on the right side. A message at the bottom says 'Please select a patient.'

2. Press on the **Payments** tab in the top left corner, then search for the patient you need and press **Update** on the right side of the screen.



3. You can then press the **Lock Icon** on the left side of the screen to enter **Unlock Mode**. You'll get a pop-up asking **Are you sure?** to which you can reply **OK**. This will "unlock" the screen, allowing you to delete the payment.



4. Once in unlock mode, you can identify the payment that needs to be deleted, and press the **red X icon** to the right of that payment. The system will ask you to confirm the deletion, and after doing so, the payment will be deleted.

