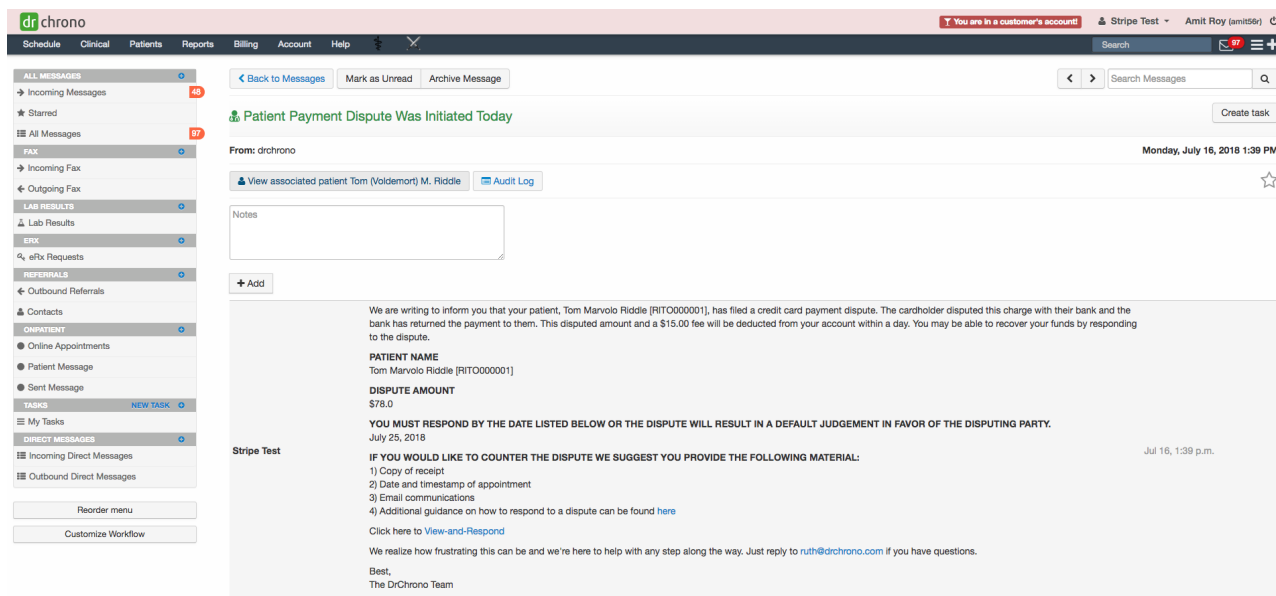


# How to Use the Stripe Dispute Dashboard

Last modified on 02/28/2025 9:37 am EST

When a Stripe dispute (also known as a chargeback) is created, a notification is sent to your Message Center to alert you of the newly filed dispute.



The screenshot displays the DrChrono interface with a notification for a Stripe dispute. The top navigation bar includes tabs for Schedule, Clinical, Patients, Reports, Billing, Account, and Help. A red banner at the top right states "You are in a customer's account!". The left sidebar lists various message categories, with "ALL MESSAGES" selected. The main content area shows a notification titled "Patient Payment Dispute Was Initiated Today" with a "Create task" button. Below this, a message from "drchrono" dated "Monday, July 16, 2018 1:39 PM" is displayed. The message includes a "View associated patient: Tom (Voidemort) M. Riddle" link and an "Audit Log" button. A "Notes" section is present with an "Add" button. The main body of the message contains the following text:

We are writing to inform you that your patient, Tom Marvolo Riddle [RIT0000001], has filed a credit card payment dispute. The cardholder disputed this charge with their bank and the bank has returned the payment to them. This disputed amount and a \$15.00 fee will be deducted from your account within a day. You may be able to recover your funds by responding to the dispute.

**PATIENT NAME**  
Tom Marvolo Riddle [RIT0000001]

**DISPUTE AMOUNT**  
\$78.0

**YOU MUST RESPOND BY THE DATE LISTED BELOW OR THE DISPUTE WILL RESULT IN A DEFAULT JUDGEMENT IN FAVOR OF THE DISPUTING PARTY.**  
July 25, 2018

**IF YOU WOULD LIKE TO COUNTER THE DISPUTE WE SUGGEST YOU PROVIDE THE FOLLOWING MATERIAL:**

- 1) Copy of receipt
- 2) Date and timestamp of appointment
- 3) Email communications
- 4) Additional guidance on how to respond to a dispute can be found [here](#)

Click here to [View-and-Respond](#)

We realize how frustrating this can be and we're here to help with any step along the way. Just reply to [ruth@drchrono.com](mailto:ruth@drchrono.com) if you have questions.

Best,  
The DrChrono Team

The message is signed "Stripe Test" and dated "Jul 16, 1:39 p.m.".

To view the details of a filed dispute, hover over the **Billing** tab and select **OnPatient Payments** to access the Stripe Dashboard.

dr

chrono

Schedule

Clinical

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Billing

Account

Help

Billing Summary

Live Claims Feed

Patient Payments (beta)

Day Sheet

Transactions

Remittance Reports

Unmatched ERAs

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Patient Statements

Product / Procedure

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Fee Schedule

Underpaid Items

Adjustment Master

Sales Tax

onpatient Payments

Billing Log

BILLING

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BUSINESS INTELLIGENCE

Denial Analysis 2.0

Payment Analysis 2.0

CODING

Code Search

New Custom Procedure

Custom Procedures

ENROLLMENTS

Bulk Edit Payer IDs

Insurance Setup

Payer Search

Disputes

Amount Charged

\$78.00

\$55.00

\$5.00

\$10.00

\$39.00

\$29.00

\$2.00

\$5.00

\$89.00

\$23.00

\$12.00

\$12.00

The first tab you will see is the **Payments** tab. This tab includes a listing of all your recent Stripe payments including those that are in dispute. The details of any disputed charge are accessible by clicking on the status of the dispute.

dr

chrono

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Clinical

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Help

Y You are in a customer's account!

Stripe Test

Amit Roy (amit56)

Search

97

+

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Payments

Deposits

Disputes

From

To

Filter by Range: \$ - \$

Patient

Status: All

Available: \$0.00

Pending: \$0.00

Update

Patient Payments Fee: 3.50% plus 35¢ per payment. Payouts to your bank account occur 2 days after the patient is charged

Export

Internal

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Status	Patient	Amount Charged	Processing Fees	Amount Collected	Date of Payment	Payout Date
Disputed	Tom (Voldemort) M. Riddle	\$78.00	\$3.08	\$74.92	Jul 16, 2018	N/A (disputed)
Disputed	Tom (Voldemort) M. Riddle	\$55.00	\$2.27	\$52.73	Jun 29, 2018	N/A (disputed)
Disputed	Tom (Voldemort) M. Riddle	\$5.00	\$0.52	\$4.48	Jun 29, 2018	N/A (disputed)
Disputed	Tom (Voldemort) M. Riddle	\$10.00	\$0.70	\$9.30	Jun 29, 2018	N/A (disputed)
Disputed	Tom (Voldemort) M. Riddle	\$39.00	\$1.71	\$37.29	Jun 28, 2018	N/A (disputed)
Disputed	Tom (Voldemort) M. Riddle	\$29.00	\$1.36	\$27.64	Jun 28, 2018	N/A (disputed)
Disputed	Tom (Voldemort) M. Riddle	\$2.00	\$0.42	\$1.58	Jun 28, 2018	N/A (disputed)
Disputed	Tom (Voldemort) M. Riddle	\$5.00	\$0.52	\$4.48	Jun 27, 2018	N/A (disputed)
Disputed	Tom (Voldemort) M. Riddle	\$89.00	\$3.46	\$85.54	Jun 26, 2018	N/A (disputed)
Disputed	Tom (Voldemort) M. Riddle	\$23.00	\$1.15	\$21.85	Jun 26, 2018	N/A (disputed)
Disputed	Tom (Voldemort) M. Riddle	\$12.00	\$0.77	\$11.23	Jun 26, 2018	N/A (disputed)
Disputed	Tom (Voldemort) M. Riddle	\$12.00	\$0.77	\$11.23	Jun 26, 2018	N/A (disputed)
Disputed	Tom (Voldemort) M. Riddle	\$10.00	\$0.70	\$9.30	Jun 26, 2018	N/A (disputed)
Disputed	Draco Malfoy	\$2.00	\$0.42	\$1.58	Jun 26, 2018	N/A (disputed)
Disputed	Draco Malfoy	\$2.00	\$0.42	\$1.58	Jun 26, 2018	N/A (disputed)
Disputed	Draco Malfoy	\$2.00	\$0.42	\$1.58	Jun 26, 2018	N/A (disputed)

To view all of your active disputes, select the **Disputes** tab. This tab includes a listing of each dispute by Dispute ID number.

[illegible]

Status is indicated beside each dispute and may include one of the following:

Any time the status of a dispute changes or if you are approaching the deadline to provide evidence for a dispute, a notification is sent to your Message Center to alert you.

Once a dispute is initiated, the disputed amount will be immediately returned to the patient/cardholder from your Stripe account balance.

If the dispute is lost, the card issuer's decision is final and the patient's/cardholder's payment remains refunded. A \$15 dispute fee will also be applied to your DrChrono invoice upon losing a dispute.