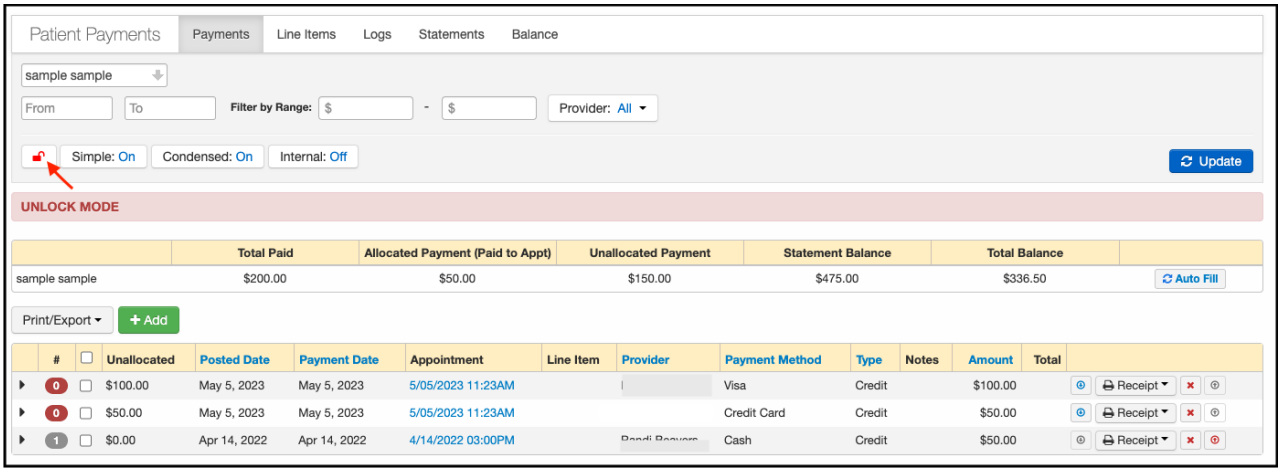
Month End Close: Patient Payment Screen

Last modified on 09/28/2026 10:51 am EDT

When transactions have been frozen in the account for a certain date, the ability to delete or unallocate a patient payment will not be available. However, any dates that are not within a frozen period will be able to be updated, changed, or deleted.

1. Navigate to **Billing > Patient Payments**



More information regarding unlock mode when charges are not frozen can be found here.