

# Enabling Patient Payments in OnPatient

07/08/2024 7:47 pm EDT

By default, OnPatient online payments are disabled. If this setting is enabled and you have an integration with [DrChrono Payments](#), your patient may use a credit or debit card to make payments through the patient portal.

## Enabling Patient Payments on OnPatient

1. Go to **Account > Provider Settings** and navigate to the **Patient Payments** tab.

### Account Settings

Profile General Email Medical Billing eRx Info Services Usage Sample Data Security **Patient Payments**

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**General**

Require balance  Require an outstanding patient balance for credit card payments

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**DrChrono Payments**

Use individual doctor's setting (if turned off, will use practice group's defaults)

Current Default Merchant

[Enroll Additional DrChrono Payments Merchant Account](#)

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Allow onpatient payments  Allow patients with onpatient access to make payments through the onpatient portal

onpatient payment default

Minimum onpatient payments  Set minimum amount for payments from onpatient

2. Click on the **OnPatient** section.

### Account Settings

Profile General Email Medical Billing eRx Info Services Usage Sample Data Security Patient Payments

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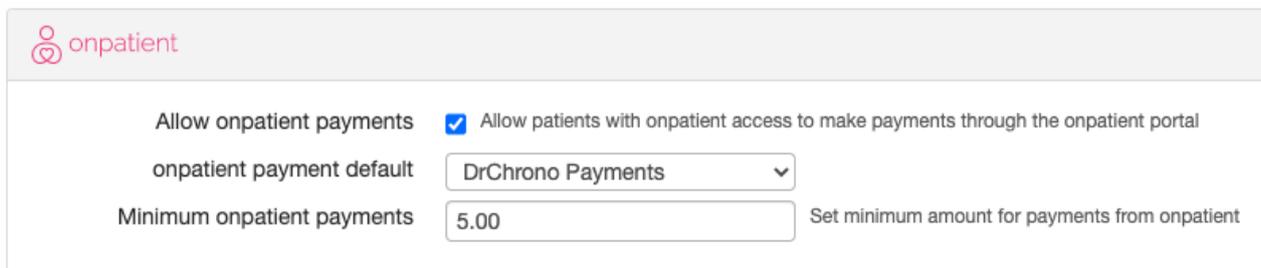
Allow onpatient payments  Allow patients with onpatient access to make payments through the onpatient portal

onpatient payment default

Minimum onpatient payments  Set minimum amount for payments from onpatient

3. There are three settings to apply.

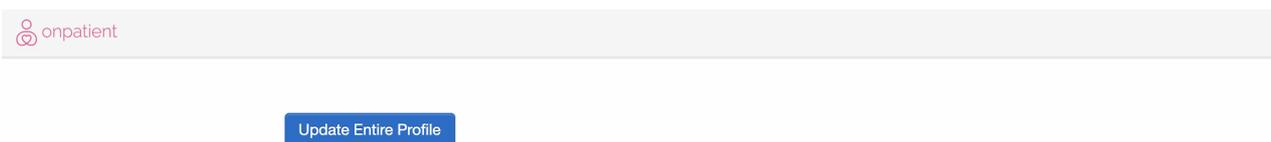
1. Check the **Allow OnPatient Payments** box.
2. Select **DrChrono Payments** as the **OnPatient Payment Default**.
3. Enter an amount for the **Minimum OnPatient Payment** to accept.



The screenshot shows the OnPatient settings interface. At the top left is the OnPatient logo. Below it, there are three settings: 'Allow onpatient payments' with a checked checkbox and the text 'Allow patients with onpatient access to make payments through the onpatient portal'; 'onpatient payment default' with a dropdown menu set to 'DrChrono Payments'; and 'Minimum onpatient payments' with a text input field containing '5.00' and a label 'Set minimum amount for payments from onpatient'.

**Note:** If DrChrono Payments is enabled across the practice group, **all providers** who are taking payments through OnPatient, will need to enable the above settings.

4. Click **Update Entire Profile** to save your changes.

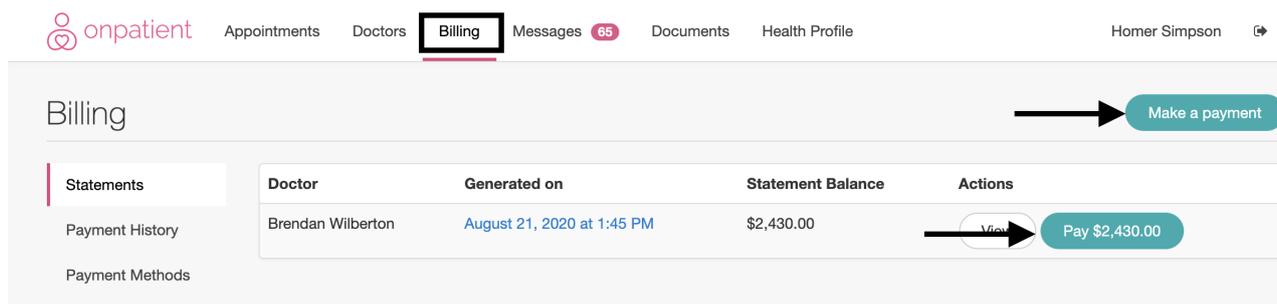


The screenshot shows the OnPatient logo at the top left and a blue button labeled 'Update Entire Profile' centered below it.

### Using OnPatient Payments

Now that OnPatient Payments are enabled, if your patient enters a credit/debit card, they will be able to make payments to their balance by selecting **Make a Payment** in the billing section of their patient portal.

1. Navigate to the **Billing** tab and click **Make a Payment** or, if a statement is available, click **Pay**.



The screenshot shows the OnPatient Billing section. At the top is the OnPatient logo and a navigation menu with 'Appointments', 'Doctors', 'Billing' (highlighted with a red box), 'Messages 65', 'Documents', and 'Health Profile'. On the right is the user name 'Homer Simpson'. Below the navigation is a 'Billing' header with a 'Make a payment' button on the right. A table below shows a statement for 'Brendan Wilberton' generated on 'August 21, 2020 at 1:45 PM' with a 'Statement Balance' of '\$2,430.00'. In the 'Actions' column, there is a 'View' button and a 'Pay \$2,430.00' button. Arrows point to the 'Make a payment' button and the 'Pay \$2,430.00' button.

Doctor	Generated on	Statement Balance	Actions
Brendan Wilberton	August 21, 2020 at 1:45 PM	\$2,430.00	View Pay \$2,430.00

2. If a card is on file, they can select the card, enter an amount, and **Pay**. Or they can click **One-time payment information**.

### Make Payment



Doctor

Card

Amount

Enter one-time payment information

Cancel Pay

If DrChrono Payments is enabled across the practice group, the patient can select the provider.

### Make Payment



Doctor

- ✓ Brendan Wilberton
- James Smith

Card

Amount

Enter one-time payment information

Cancel Pay

3. Enter the **Card Details** and **Billing Details** and click **Pay**.

## Make Payment



Doctor

Amount

Card Details

Billing Information

Card number

CVV

Expiration

Zip Code

powered by  Square

Use a saved card



Pay