

Patient Payment Plans: Skipping a payment

Last modified on 02/25/2025 3:38 pm EST

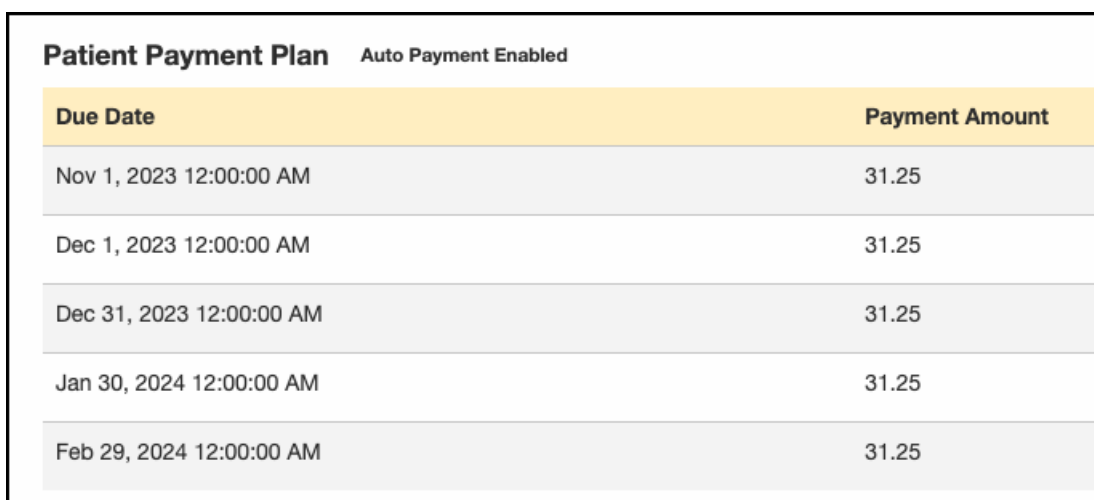
If your patient is on a monthly payment plan and needs to skip a payment, DrChrono makes it easy to document while keeping the integrity of the payment plan. If your office approves the skipped monthly payment, 1 click within the patient's chart will move the payment to be skipped to the end of the payment period.

Here is how to do it:

1. Access your patient's chart and click on the **DrChrono Payments** tab



2. Scroll down to the listing of monthly payments under the header Patient Payment Plan and identify the monthly payment the patient is approved to skip.



A screenshot of a table titled "Patient Payment Plan" with the sub-header "Auto Payment Enabled". The table has two columns: "Due Date" and "Payment Amount". The table contains five rows of payment data.

Due Date	Payment Amount
Nov 1, 2023 12:00:00 AM	31.25
Dec 1, 2023 12:00:00 AM	31.25
Dec 31, 2023 12:00:00 AM	31.25
Jan 30, 2024 12:00:00 AM	31.25
Feb 29, 2024 12:00:00 AM	31.25

3. Follow the row of the payment to be skipped over to the right and find the button labeled **Skip**.

Action
Pay Skip
Pay Skip
Pay Skip
Pay Skip

- Please make sure you are on the correct payment row to be skipped, and press the **Skip** button. This will move the payment to the end of the repayment period.
- The skipped payment's status will update to Skipped, and the Action section will gray out. The skipped payment will be added to the end of the repayment period.

Status	Action
SKIPPED	Pay Skip
PENDING	Pay Skip
PENDING	Pay Skip
PENDING	Pay Skip
PENDING	Pay Skip