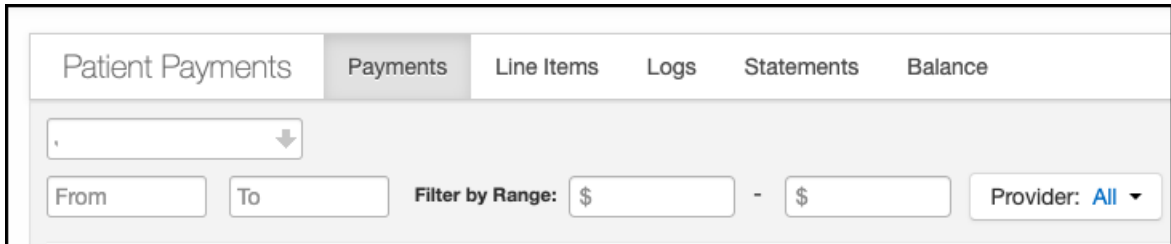


Text-to-Pay: Refunding a payment

Last modified on 02/26/2025 11:29 am EST

If you need to refund a patient's payment:

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



2. Locate the patient's chart and the payment that needs to be refunded.
3. On the right side of the screen, you will see a button labeled Refund.

The screenshot shows a table of payments. The table has columns for '#', 'Unallocated', 'Posted Date', 'Payment Date', 'Appointment', 'Line Item', 'Provider', 'Payment Method', 'Type', 'Notes', 'Amount', and 'Total'. The first row is highlighted with a red box, showing a refund of -\$130.00. The second row is also highlighted with a red box, showing a credit of \$130.00. The third row shows a credit of \$133.90. The 'Refund' button in the first row is also highlighted with a red box.

#	Unallocated	Posted Date	Payment Date	Appointment	Line Item	Provider	Payment Method	Type	Notes	Amount	Total	
0	-\$130.00	Oct 30, 2023	Oct 30, 2023				DrChrono Payments	Refund		-\$130.00		Receipt
1	\$0.00	Oct 30, 2023	Oct 30, 2023				DrChrono Payments	Credit		\$130.00		Receipt Refund
3	\$133.90	Oct 30, 2023	Oct 30, 2023				DrChrono Payments	Credit		\$133.90		Receipt Refund

4. After you process the refund, you will see the refund listed with a negative amount.

The screenshot shows a close-up of the payment table. The 'Refund' entry is highlighted with a red box, showing a negative amount of -\$130.00. The 'Credit' entries are also visible, showing positive amounts of \$130.00 and \$133.90. The 'Refund' button in the first row is also highlighted with a red box.

Type	Notes	Amount	Total	
Refund		-\$130.00		Receipt
Credit		\$130.00		Receipt Refund
Credit		\$133.90		Receipt Refund