Text-to-Pay: Refunding a payment

Last modified on 06/20/2025 11:13 am EDT

If you need to refund a patient's payment:

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

Patient Payments	Payments	Line Items	Logs	Statements	Balance
, 📕	Filter	by Range: \$		- \$	Provider: All -

- 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.

P	int/Exp	ort -	+ Add												
			Unallocated	Posted Date	Payment Date	Appointment	Line Item	Provider	Payment Method	Туре	Notes	Amount	Total		
	0		-\$130.00	Oct 30, 2023	Oct 30, 2023				DrChrono Payments	Refund	0	-\$130.00		D ⊖Receipt	
•	0		\$0.00	Oct 30, 2023	Oct 30, 2023				DrChrono Payments	Credit	0	\$130.00		∂ ⊖Receipt	Refund
	3		\$133.90	Oct 30, 2023	Oct 30, 2023				DrChrono Payments	Credit	0	\$133.90			Refund
1															

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

Туре	Notes	Amount	Total			
Refund	0	-\$130.00		۲	⊖Receipt	
Credit	0	\$130.00		۲	⊖Receipt	Refund
Credit	0	\$133.90		۲	⊖Receipt	Refund

At this time, a text-to-pay payment can only be refunded in full. No partial refunds are supported.