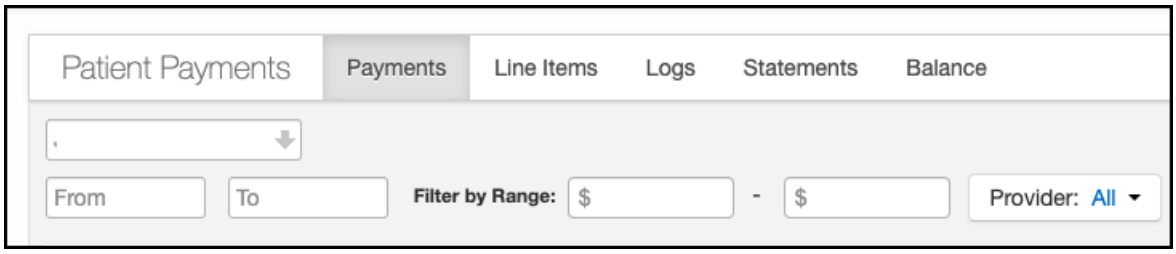
Text-to-Pay: Refunding a payment

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

If you need to refund a patient's payment:

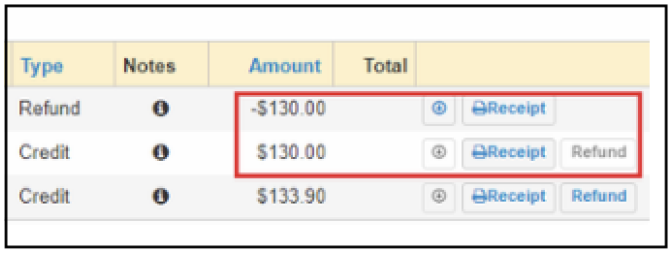
1. Navigate to **Billing > Patient Payments**.



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.



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



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