

# Patient Payment Plans: Processing monthly payment plan payments

Last modified on 04/23/2026 10:40 am EDT

When you have patients who are on monthly payment plans, it is often helpful to see all of the plans at once. This can help budgeting within the office by knowing how many payments and their amounts are expected in a given month.

**\*\* Please note that processing patient payments through payment plans requires that you are utilizing DrChrono Payments \*\***

1. To access the report, navigate to **Reports > Patient Payment Plan Report**.

This screen will list: Patient's Name, Payment Plan Creation Date, Date of Last Payment, Date of Next Payment, Next Payment Amount, Remaining Balance, and Original Total.

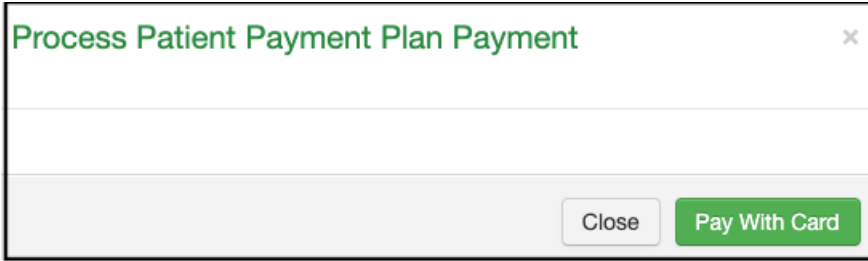
⌵ Patient	⌵ Plan Creation Date	⌵ Date of Last Payment	⌵ Date of Next Payment	⌵ Next Payment Amount	⌵ Remaining Balance	⌵ Original Total	Action
Peter Django	08/29/2023	N/A	12/30/2023	\$16.67	\$100.02	\$100.02	Pay Skip
Amy (Demo) Martinez	11/15/2023	N/A	12/31/2023	\$133.76	\$3210.33	\$3210.33	Pay Skip
Heather (Demo) Hill	11/16/2023	N/A	12/31/2023	\$333.40	\$2000.45	\$2000.45	Pay Skip
sample sample	11/20/2023	N/A	12/31/2023	\$25.00	\$125.00	\$125.00	Pay Skip
Christopher (Demo) Cox	12/04/2023	N/A	01/17/2024	\$135.50	\$3252.17	\$3252.17	Pay Skip
Kenneth (Demo) Parker	12/04/2023	N/A	12/08/2023	\$218.25	\$3492.01	\$3492.01	Pay Skip

Each of these columns is sortable ascending and descending by pressing on the **up/down arrow** next to the column header.

⌵ Patient	⌵ Plan Creation Date	⌵ Date of Last Payment	⌵ Date of Next Payment	⌵ Next Payment Amount	⌵ Remaining Balance	⌵ Original Total	Action
Sample Sam	12/11/2023	N/A	N/A	\$0	\$25.00	\$100.00	Pay Skip
Lucas (Demo) Harris Sr.	12/21/2023	N/A	N/A	\$0	\$300.00	\$300.00	Pay Skip

You can also process a payment from this screen by clicking on the "Pay" button on the right side of the screen.

- You will first see this screen, where you will press **Pay With Card** to process the payment. Once you press pay with card, the payment will be processed.



## Declined Payments

If a patient's credit card payment is declined, the DrChrono system will not try to rerun it. It will appear on the Patient Payment Plan Report (Reports > Patient Payment Plan Report) for a staff member to review and take the next steps.

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