

DrChrono Payments: Voiding a payment

Last modified on 02/21/2025 1:57 pm EST

If you need to reverse a patient credit card payment processed through DrChrono Payments, there are two ways to do it.

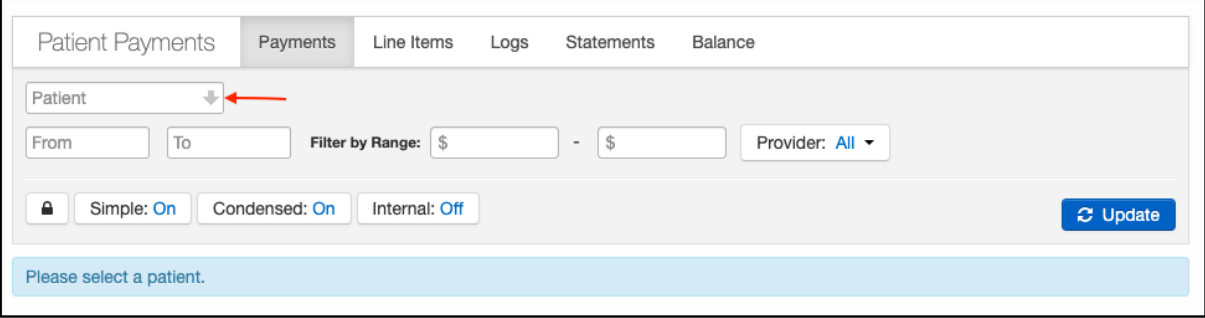
If you are reversing a credit card payment that was processed *the same day*, you have the option to **Void** the payment. The void payment option will void the entire amount of the payment.

If you need to refund only a portion of the payment, you will need to wait until the payment processes, and then issue a refund. Typically it takes around 24 hours for the payment to fully process.

If you are reversing the payment *outside of the same day* it was processed or you need to return only a portion of the paid amount, you will need to **refund** the payment/amount.

Here are the steps to void a patient payment:

1. Navigate to **Billing > Patient Payments**
2. Ensure you are on the **Payments tab**
3. Select the patient whose payment you are voiding



The screenshot shows the 'Patient Payments' interface. The 'Payments' tab is selected. Below the tabs, there is a 'Patient' dropdown menu with a red arrow pointing to it. To the right of the dropdown are 'From' and 'To' date fields, a 'Filter by Range' section with dollar signs, and a 'Provider: All' dropdown. Below these are three toggle buttons: 'Simple: On', 'Condensed: On', and 'Internal: Off'. A blue 'Update' button is on the right. A light blue message box at the bottom says 'Please select a patient.'

4. Press **update** on the right side of the screen.
5. Scroll down and identify the payment you would like to void.
6. Press the **Void** button on the right of the screen.

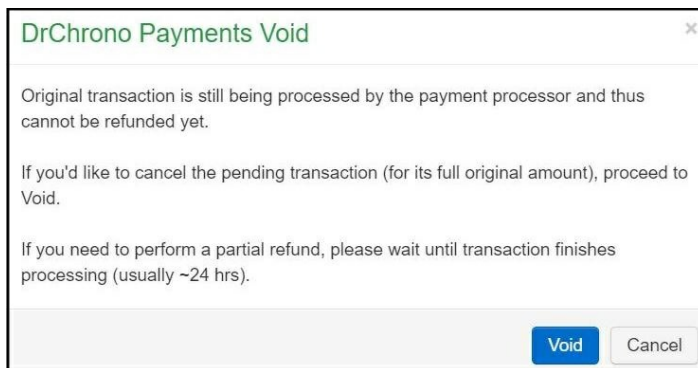


The screenshot shows a table of payments. The table has columns for '#', 'Unallocated', 'Posted Date', 'Payment Date', 'Appointment', 'Line Item', 'Payment Method', 'Type', 'Notes', 'Amount', and 'Total'. The first row shows a payment of \$0.00 posted on Mar 27, 2023, for appointment 11/16/2022 08:30AM, line item J9002, via DrChrono Payments. On the right side of the row, there are buttons for 'Receipt' and 'Void', with a red arrow pointing to the 'Void' button.

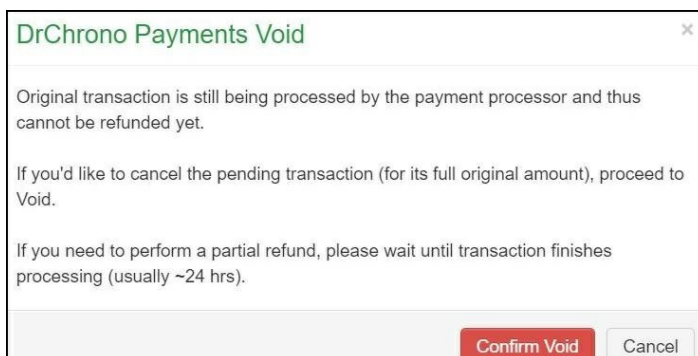
#	Unallocated	Posted Date	Payment Date	Appointment	Line Item	Payment Method	Type	Notes	Amount	Total	
0	<input type="checkbox"/>	Mar 27, 2023	Mar 27, 2023	11/16/2022 08:30AM	J9002	DrChrono Payments	Credit		\$0.00		<input type="button" value="Receipt"/> <input type="button" value="Void"/>

7. Once selected, you will see this message. This is to let you know that the transaction is still pending and that proceeding will cancel the entire payment amount.

8. To continue, press the blue **Void** button.



9. The system will then ask you to confirm that you want to void the entire paid amount. To confirm press the red **Confirm Void** button.



After confirming, the entire payment will be refunded to the patient's credit card. A reverse posting will show in the patient's account to document the full or partial refund.
