

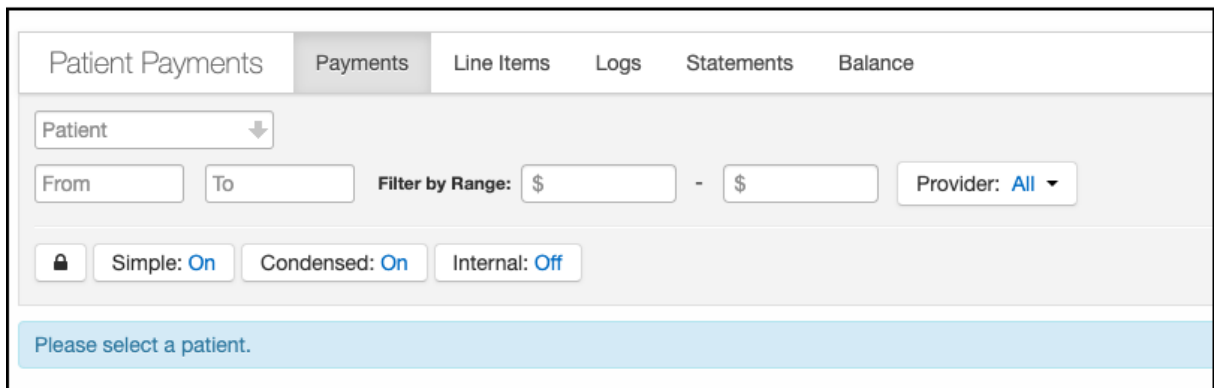
# DrChrono Payments: Processing a patient refund

Last modified on 09/19/2025 3:34 pm EDT

DrChrono Payments makes it easy to issue refunds to your patients directly from your DrChrono account. Any refunds must be processed through the web, not on a mobile device.

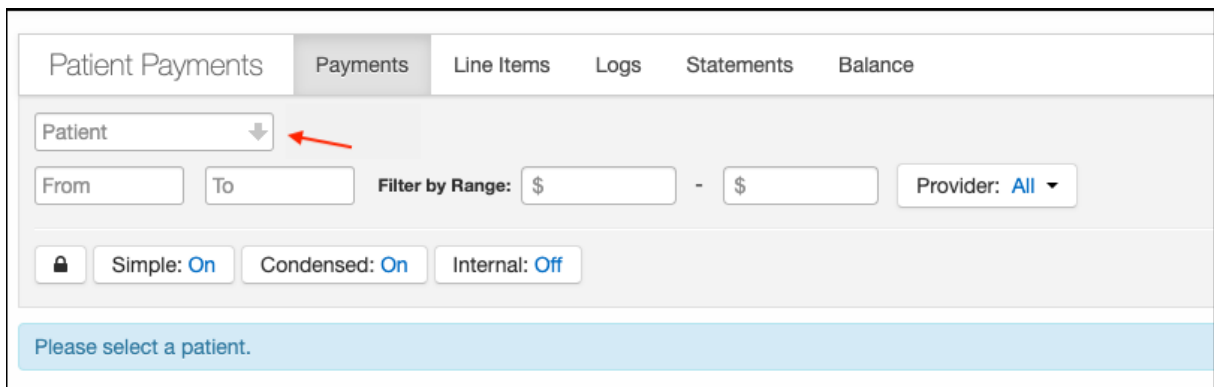
There are two options: voiding a payment or issuing a refund. If the payment has not been fully processed, you can select to refund the entire amount by selecting void in the patient payment screen. If only a portion of the payment needs to be refunded, the payment has to be finished processing, which takes approximately 24 hours.

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



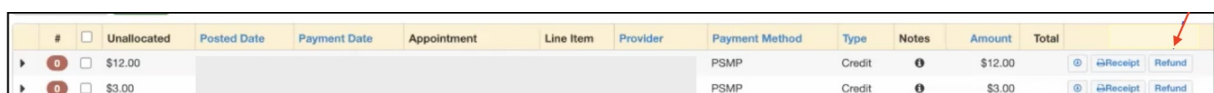
The screenshot shows the 'Patient Payments' interface. At the top, there are tabs: 'Patient Payments', 'Payments' (which is selected and highlighted), 'Line Items', 'Logs', 'Statements', and 'Balance'. Below the tabs, there is a search bar labeled 'Patient' with a dropdown arrow. Below that are input fields for 'From' and 'To' dates, a 'Filter by Range' section with dollar signs and a minus sign, and a 'Provider' dropdown menu set to 'All'. There are also three toggle buttons: 'Simple: On', 'Condensed: On', and 'Internal: Off'. At the bottom, a light blue banner displays the text 'Please select a patient.'



2. Select the patient who needs to be refunded



This screenshot is identical to the previous one, but it includes a red arrow pointing to the 'Patient' dropdown menu, indicating where to click to select a patient.

3. Identify the payment that needs to be refunded.
4. If you follow the payment line over to the right, there will be a button labeled **Refund**



#	<input type="checkbox"/> Unallocated	Posted Date	Payment Date	Appointment	Line Item	Provider	Payment Method	Type	Notes	Amount	Total	
▶ 0	<input type="checkbox"/> \$12.00						PSMP	Credit	0	\$12.00		 <a href="#">Receipt</a> <a href="#">Refund</a>
▶ 0	<input type="checkbox"/> \$3.00						PSMP	Credit	0	\$3.00		 <a href="#">Receipt</a> <a href="#">Refund</a>

A red arrow points to the 'Refund' button in the top right corner of the table.

The system will default the refund amount to the total original payment; however, you can adjust this number and only refund a portion of the amount.

The system will not let you refund more than what was originally paid. It will give you an error message if you attempt to refund more than the original payment.

**Please note - WorldPay and Stripe have established allowable refund windows. Any credit card refund will only be allowed during this time.**

WorldPay - window is less than 45 days from payment

Stripe - window is less than 180 days from payment