

# DrChrono Payments: Processing a patient refund

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

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

The screenshot shows the 'Patient Payments' interface with the 'Payments' tab selected. The interface includes a patient selection dropdown, filter by range fields, and a 'Please select a patient.' message.

2. Select the patient that needs to be refunded

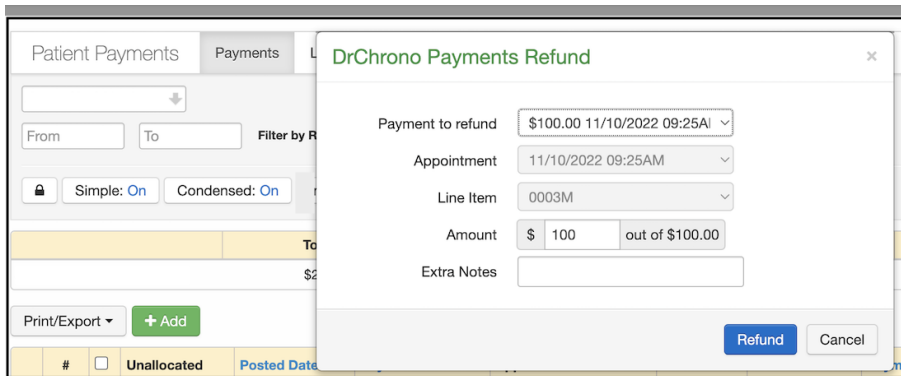
The screenshot shows the 'Patient Payments' interface with the 'Payments' tab selected. A red arrow points to the 'Patient' dropdown menu, indicating the step to select a patient.

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**

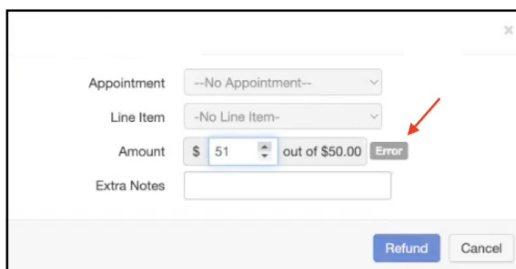
The screenshot shows a table of payments with a 'Refund' button highlighted by a red arrow.

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



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

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