DrChrono Check-In Version 3.3.16 - August 7, 2025

Last modified on 08/07/2025 11:35 am EDT

Enhancements | **Resolutions**

Enhancements

Square Payments updates

Square Payments integration

Square Payments integration has replaced the legacy Square Reader SDK. This update modernizes the payment infrastructure, improves compatibility with current Square services, and streamlines the payment experience.

Square card reader integration

You can connect to a Square Card Reader and access its settings directly within the Check-In app. When Square Payments is turned on for your practice group and the connection is successful, the Square charge screen shows, allowing for seamless payment processing.

Location selection support for Square Payments

You can view and select available Square locations during setup.

Save card on file support

When Square Payments is turned on for your practice group, you can save a credit or debit card on file during the check-in process. You can securely store a patient's payment method for future transactions.

Card selection screen support

You can view, select, or add a payment card during the check-in process. Square Payments must be turned on for your practice group for the card selection screen to be available.

Enhanced error handling and payment cancellation

You can cancel a payment attempt made with a saved card directly within the check-in flow. An error shows if a swipe card transaction fails or when the Square Reader cannot be connected. All payment-related errors are handled with user-facing feedback.

Square Pay with card login flow

You can log in using your Square Pay credentials and complete payments with a saved card. Payments are securely authorized through Square.

Pay by card on file

Patients can select and pay with a previously saved card, streamlining the check-in and payment process.
- Once a card is selected and payment is confirmed, the app securely sends the transaction to Square's servers using the patient ID, amount, and card token.
- Patients receive a confirmation message upon successful payment. The payment is logged in history with the correct timestamp and status. The patient's balance is updated, and a receipt is available. A corresponding cash payment record is automatically created in the system.
- Patients receive error messages for recoverable errors (for example, expired card). Optional retry capability is supported within the same session.

Cash payment deletion and line item management

You can delete cash payments from a transaction and move line items between transactions, improving flexibility and control during the check-in and billing process.
- Successful card swipe payments processed using Square Payments are recorded directly into DrChrono, ensuring accurate and seamless payment tracking tied to the correct patient and appointment.
- Payments that fail or are cancelled are not recorded in DrChrono. Each recorded payment includes the Square transaction ID and is labeled as Square as the payment method.
- In case of temporary failures sending payment data to DrChrono, the system retries up to three times. If unsuccessful, errors are logged and users are notified with an option to manually retry.
- All successful payment recordings include detailed logs with timestamps, user IDs, patient IDs, and appointment IDs for full traceability.

Conditional display of Square Payments

The "enable_square" feature flag controls the availability of Square as a payment provider. You must have this feature flag turned on to use Square Payments.

Card swipe payment support

You can swipe a physical credit or debit card to process payments during check-in. All transactions are securely handled through Square, with real-time confirmation of payment success.

Post-swipe payment processing overlay

A post-swipe overlay screen improves visibility and feedback during payment processing. This overlay appears immediately after a successful card swipe and remains visible while the payment is being processed. After swiping a card, you see a visual overlay indicating that the payment is in progress, providing real-time feedback and preventing duplicate input or confusion during processing.

New payment acceptance screen for production

A new screen shows when creating patient payments through the Square production environment, confirming the start of the payment process.

Successful transaction confirmation screen

After a successful payment in the Square production environment, you see a new confirmation screen that shows the payment has been accepted and completed.

Resolutions

Expired Saved Cards Incorrectly Processed

Fixed an issue where expired saved cards were incorrectly processed as valid payments . Previously, the app allowed transactions with expired cards and recorded them on both iOS and web. This has been resolved—expired cards are now correctly rejected with the appropriate error message.

Resolved errors after failed Square payments

We resolved an issue where failed or canceled Square payments were causing access errors. Now, if a payment doesn't go through, it won't affect your ability to continue using the service.

OAuth authentication token improvements for Square Payments

We fixed issues related to invalid or expired auth tokens used during payment processing. The Check-In app now properly connects with Square to get the right permissions.

App Crash on Launch – iPad 7th Gen (iPadOS 18.4)

Resolved an issue where the Check-In app would crash immediately upon launch on iPad 7th Gen devices running iPadOS 18.4. The crash was linked to a compatibility issue with the Square Reader Payment SDK. Upgrading to Square SDK version 2.2.1 has resolved the problem. The app now launches as expected and displays the login screen without issue.