

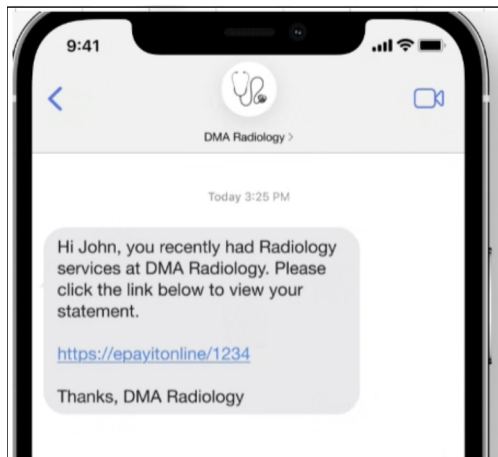
Patient Statement Payments

Last modified on 11/21/2025 3:00 pm EST

We're excited to announce a powerful new feature that will transform how your patients pay their medical bills and improve your practice's cash flow. Patient statement payments are now available directly through DrChrono EHR, making it easier than ever for patients to settle their balances while reducing administrative burden on your staff.

How Patient Statement Payments Work

For Your Patients: When patients receive their statements, they'll find convenient payment options right at their fingertips. Each statement now includes multiple payment methods at the bottom, featuring both a payment link and a QR code for mobile users. This means patients can pay immediately when they receive their statement, whether they're at home with the physical document or viewing it on their mobile device.



STATEMENT



DMA Diagnostic services
PO BOX 2305, ALPHARETTA, GA 30023-2305

Office Phone: (770) 475-4464 or (800) 533-1640
Monday - Friday 8:00 am - 5:00 pm

PAYMENT DUE UPON RECEIPT

STATEMENT DATE	PAY THIS AMOUNT
08/26/2015	\$100.00
ACCOUNT #	SHOW AMOUNT PAID HERE
01-01-12345678	\$

Automated Attendant (24 Hours A Day)
Call: 800-533-1640

5555

Office Phone: (770) 475-4464 or (800) 533-1640
Monday - Friday 8:00 am - 5:00 pm

Automated Attendant (24 Hours A Day)
Call: 800-533-1640

45678

A. GREAT PATIENT 01-01-12345678

1234 ANY ST

ALPHARETTA GA 30024-1234

DMA DIAGNOSTIC SERVICES
PO BOX 2305
ALPHARETTA GA 30023-2305

012345678901234567890123456789

DETACH TOP PORTION AND RETURN WITH PAYMENT IN ENCLOSED ENVELOPE

DATE	DESCRIPTION	CHARGES	PAYMENTS	ADJUSTMENTS	PATIENT BALANCE
08/12/2015	CHEST 1 VIEW	\$36.00			
08/12/2015	ECHO RESTROPERITONEAL	\$120.00			
08/12/2015	CERVICAL SPINE/AP & LATERAL	\$27.00			
08/12/2015	FLUORO GUIDED NDL	\$128.00			
08/12/2015	CHEST, 2 VIEWS, FRONT/LATERAL	\$36.00			
08/12/2015	CERVICAL SPINE/AP & LATERAL	\$27.00			
08/15/2015	PATIENT CO-PAY		\$40.00-		
08/15/2015	INSURANCE BILLED			\$334.00	
08/22/2015	INSURANCE CARRIER PAYMENT		\$234.00-		
08/26/2015	PATIENT BALANCE DUE NOW				\$100.00

HELP US GO GREEN!

Register to receive future statements electronically at www.dma.us

Account Information

Statement Date: 08/26/2015
Patient: A. Great Patient
Account #: 01-012345678
Total Balance: \$374.00
Patient Balance: \$100.00

DUE NOW

\$100.00

This amount is your responsibility

Pay Online or by Phone

www.dma.us/epaytonline

Code ID: DMADIAG01 Access#: 55555-1-1

Automated Attendant (24 Hours A Day)
Call: 800-533-1640

SCAN FOR MOBILE PAYMENT



If you need to make arrangements for payment, please call our billing office immediately at (770) 475-4464



DMA Diagnostic services
www.dma.us

PO BOX 2305
ALPHARETTA GA
30023-2305
(770) 475-4464

SAMPLE01-00000000-00000000-006875849587-001-000001

Seamless Payment Process: The payment link and QR code are uniquely tied to each specific statement, ensuring accuracy and security. When patients select the link or scan the code, they're directed to a secure, user-friendly payment portal powered by DrChrono Payment's trusted hosted payment technology. This familiar interface makes the payment process quick and straightforward for patients of all technical comfort levels.

Important Implementation Details

DrChrono Payments Integration Required: This feature is currently available exclusively for practices using DrChrono Payments as their payment processor. If you're not yet using DrChrono Payments, contact our [support team](#) to learn about integration options.

Automatic Payment Allocation: Once a patient completes their payment, the system will auto allocate it to the appointments on the statement.

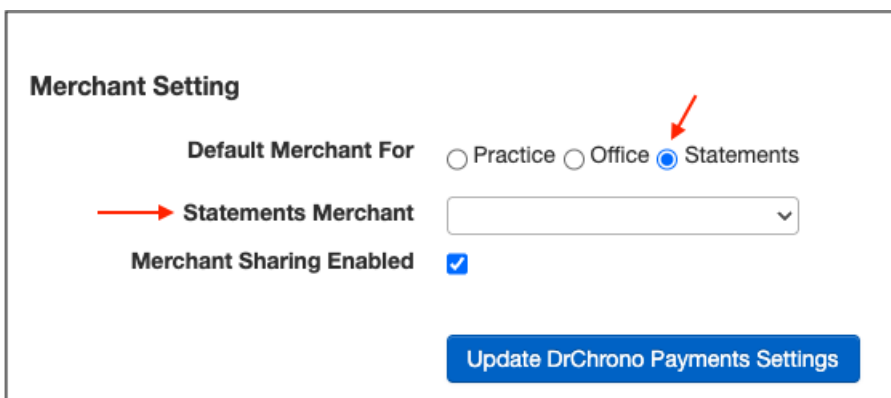
Daily Reporting: Stay informed about your payment activity with daily Hosted Link Payments Reports. These comprehensive reports include all statement payments and identify the payment type, enabling you to distinguish between statement payments and text-to-pay transactions for more accurate financial tracking.

Getting Started

The patient statement payment feature is designed to work seamlessly with your existing workflow. Your statements will automatically include the new payment options, and the system will handle the technical integration behind the scenes.

Next Steps:

1. Ensure your DrChrono Payment integration is active and up-to-date.
2. Navigate to **Account > Account Settings > Patient Payments > Merchant Setting**
 - a. Select the bubble for Statements under **Default Merchant For**
 - b. Under Statement Merchant, use the drop-down to select the merchant ID that will receive the patient's payment. Please note that payment distribution across multiple Merchant IDs is not currently supported.
 - c. Press **Update DrChrono Payments Settings** to save your selections.



Merchant Setting

Default Merchant For ☐ Practice ☐ Office ☒ Statements

Statements Merchant

Merchant Sharing Enabled ☒

Update DrChrono Payments Settings

3. Review your [daily payment reports](#) to track statement payment activity.
4. Train your staff on the [payment allocation process](#) for statement payments.
5. Consider updating patient communication to highlight these convenient new payment options.

Our support team is ready to help you maximize the benefits of this new feature. If you have questions about setup, payment allocation, or accessing your payment reports, don't hesitate to [reach out](#).