

Invoice a patient

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Use the information provided by the doctor to create an invoice and process the payment. The payer can be the patient, a health fund, third party or Medicare. The payment is then processed via a Medicare or DVA claim, Tyro, MA Online or ECLIPSE (funds).

For an overview of the patient management workflow, see the [Manage Waiting Room article](#).

For an overview of looking up patient invoices, see the [Account Enquiry article](#).

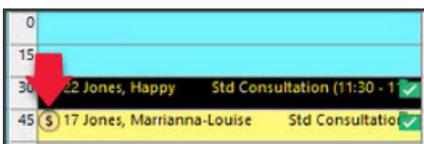
Billing attendances

After a patient has been attended, the doctor will complete the [Billing Wizard](#), which adds billing information that reception uses to raise an invoice. Invoices are linked to an attendance, and one attendance may have several invoices linked to it.

If a patient has a second consultation on the same day, a second attendance record should be created so the second invoice can be linked to the second attendance rather than the first. This will lead to a true record of the number of patient encounters for a doctor in a day.

If an invoice is from an Appointment at an earlier date (e.g. an operation the previous week), an attendance record will be created retrospectively for the date of the operation, although the date of the invoice in Account Enquiry will be the date of entry into the computer.

The Appointment Grid will display a \$ dollar icon next to patients who have an invoice raised for an attendance (requires Zedmed 3.6 or later).



0			
15			
30	2 Jones, Happy	Std Consultation (11:30 - 1	✓
45	17 Jones, Marrianna-Louise	Std Consultatio	✓

Billing process

If the patient's Medicare rebate eligibility has been checked, you can raise the invoice by right-clicking the patient in the **Waiting Room** and selecting **Bill** to open the **New Invoice** screen.

Checking claims eligibility

If you want to check a patient's eligibility for claims, open the patient's record and select the **Patient Verification** button to check their eligibility for Medicare, DVA, concessions and Health Funds.

Billing items entered by the doctor

When you bill a patient after a consultation, the invoice will show the service items entered by the doctor in the **Doctor's Assigned Billing Code** section. Select **Add All** next to this field to add those items to the invoice, as shown

in the screenshot at the bottom of this page.

Payment process

Select the type of payment and follow the steps:

- Create a **private patient (MA Online & Tyro EasyClaim) invoice**.
- Create a **bulk bill or DVA invoice**.
- Create & send an **Eclipse (Fund) invoice**.
- Create a **3rd party (TAC etc) invoice**.

The screenshot below shows the **Bill** item to select if you've done the PV check, the patient to right-click if you have not and the **New Invoice** screen that's used in the five billing scenarios listed above. A pop-up will advise if there is a **MedicarePlus incentive**.

The screenshot displays the 'Waiting Room' application interface. At the top, there is a menu bar with options: Patient, Attendance, Find, Clinical Details, Bill, Enquiry, Letters, Enc Sheet, Proforma, Labels, Appts, Extras. Below the menu bar, there are icons for Patient, Quick Attend, Admit, Find Patient, Bill (highlighted with a red box), Refresh, Intramail, and Show Hidden. The main area shows a patient list with columns: File #, Status, Name, Appt, Attend, Admit, Doc, Appt Type, Br, Dept, Notes, Site, Patient Alerts. Two rows are visible: A6 (Hamilton, Peter) and A38 (Hampton, Gemma, highlighted with a red box). Below the patient list, the 'New Invoice' form is open. The form includes fields for Patient (Gemma Hampton, File A38, DOB 20/07/2014 (7)), Payer (Hampton, Gemma), Doctor (Davis, Phillip), and Request/Referral Dr (<None>). It also shows a table for Services with columns: Date, Item#, Description, Fee, Tax, Unit Value, Qty, Amount, Notes, Estim. Refund, Gap. The total amount is 0.00. At the bottom, there are buttons for 'Quick Pay', 'Cancel', and 'Help'. A red arrow points to the 'Medicare items' button in the 'Doctor Assigned Billing Codes' section.

Patient rebate information (view claim)

If a patient wants to know the amount of their rebate, you can provide them with a **Bulk Bill Assignment of Benefit Form**.

To open the form:

1. Open the patient's record.
2. Select **Acc Enquiry**.
3. Select the invoice.
4. Select the **View Claim** button.

The form will open.

5. Select the print icon to print it out for the patient.

The screenshot shows the 'Account Enquiry' window for patient Simkins, Talia. The interface includes a header with the patient name and a 'Display Invoices' dropdown set to 'Outstanding'. Below this, there are radio buttons for 'Invoice Only' (selected) and 'Full Details'. A 'Payer' dropdown is set to 'Medicare', and a 'Recalculate' button is visible. A summary section shows 'Account Payer Credits' as 0.00 and a total of 293.30. A table of transactions follows, with columns for Invoice#, Date, Patient, HIC, CLM#, Br, Dr, Value, and Outstanding. The 'View Claim' button at the bottom is highlighted with a red box.

Invoice#	Date	Patient	HIC	CLM#	Br	Dr	Value	Outstanding	
40041	24/08/2022	SIMKINS, TALIA			MED	PD	39.75	39.75	
		S 24/08/2022 23 Level B Surgery Consultation						39.75	39.75
40040	24/08/2022	SIMKINS, TALIA			MED	EB	39.75	39.75	
40029	22/08/2022	SIMKINS, TALIA			MED	PD	52.45	52.45	
40028	22/08/2022	SIMKINS, TALIA		0003@	MED	EB	52.45	52.45	
40024	17/08/2022	SIMKINS, TALIA			MED	PD	36.30	36.30	
40022	03/08/2022	SIMKINS, TALIA		0002@	MED	IF	36.30	36.30	
40021	03/08/2022	SIMKINS, TALIA			MED	PD	36.30	36.30	