

Take a deposit (allocate later)

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Record a payment by a patient without creating an invoice. This can be done before a consultation or procedure and the payment can be allocated to a future invoice. If there is a claimable amount outstanding, a claim can be submitted to Medicare or a health fund.

Prepayment workflow examples

For an attendance:

1. Take a deposit (pre-payment) before the attendance. [Learn more](#)
2. Allocate the deposit to an invoice after the attendance. [Learn more](#)
3. Submit an applicable claim for the remaining balance. [Learn more](#) (from step 9)

For a cancellation:

1. Take a deposit (pre-payment) before the attendance. [Learn more](#)
2. Refund the deposit. [Learn more](#).

For non-attendance:

1. Take a deposit (pre-payment) before the attendance. [Learn more](#)
2. Charge a non-attendance fee. [Learn more](#).
3. Refund the remaining credit. [Learn more](#).

Take a deposit (pre-payment)

This process adds a credit to the patient's account that can be applied to an invoice at a later date.

To record the deposit:

1. Open the patient's record.
2. Check the patient is **set up to be a payer**.
3. Select **Receipt** from the top menu.

The **Receipt Payment** screen will open.

4. Select the patient as the **Payer**.
5. Select the payment method.
6. Use the **Name** field to enter deposit details, for example, the date of surgery.
7. Select the appropriate bank account from **Banklist**.

This step is important if practitioners have their own bank account.

8. Enter the payment into the **Amount** field and press tab.
9. Select **Add**.
10. Select **Allocate**.

Holloway, Knut

Acc Enquiry Attend Bill Clinical Information Print Quote **Receipt** Waiting Room Appointments Extras

Patient Details

Personal
 Family Name: Holloway
 Given Name: Knut
 Initial:

Practice
 File#: 41
 Hosp. UR No:

Receipt Payment

41 Mr Knut Holloway

Payer: Holloway, Knut Due: 1.00 Patient 1.00 Family 1.00 Deferred 0.00 Patient 0.00 Family 0.00 Credits 0.00

Payments

Format	Name	Bank	Branch	Number	Banklist	Amount
1. Cash	2. Cheque	3. MC Cheque	Tyro Eftpos		DBK	
4. Card	5. Eftpos	6. Direct Deposit	Z. Credits	Tyro EasyClaim		
EFT	Surgery despoit for 13 March				DBK	250.00

Payment Total: 250.00

Family Due: Patient Due: Amount Due: 1.00

Balance: -249.00

Cash Out Combo Inv. Email **Allocate** Cancel

The **Allocation** screen will open (see below) and display the pre-payment as an **Unallocated Payment**.

11. Select **Cancel**.
12. Select **No** on the **Confirm** dialog.

Holloway, Knut

Acc Enquiry Attend Bill Clinical Information Print Quote Receipt Waiting Room Appointments Extras

Patient Details

Personal
 Family Name: Holloway
 Given Name: Knut
 Initial:

Practice
 File#: 41
 Hosp. UR No:

Allocation

Payer: Holloway, Knut Account Payer Credits: 250.00 On 1 Payment

Receipt #: 95 On 08/04/2024 Banked 250.00 Unallocated Payment 250.00 Invoice Only Full Details

Transaction

Invoice#	Date	Patient	HIC	CLM#	Br	Dr	Value	Outstanding
22	10/10/2019	HOLLOWAY, KNUT	S		MED	PD	1.00	1.00

Value: 1.00 Allocated: 0.00 Outstanding: 1.00

Fully Receipt Partly Receipt

Close **Cancel** Help

Test Branch 1 PDAVIS

Delete Print Patient Verification Find Close Cancel

13. If the patient requires a receipt, select **Yes** on the print dialog.

The deposit has now been made.

To view the deposit, open **Acc Enquiry** and see the amount next to **Account Payer Credits**.

Allocate a deposit (to an invoice)

At a later date, the deposit can be allocated to a new invoice using the payment type Credits.

To allocate the deposit:

1. **Create an invoice** as you normally would.
2. Check the patient is the payer.
3. Enter the item number/s and add information in **Referral** and **Properties** if required (e.g. Hospital).
4. Select **Quick Pay**.

New Invoice

Invoice
Patient: Mr Knut Holloway, File 41, DOB 19/05/1952 (71)
Payer: Holloway, Knut
Doctor: Davis, Phillip
Request/Referral Dr: Adelaide Path Partners, To: PD, Starts: 08/11/2023, Mths: 12

Date	Item#	Description	Fee	Tax	Unit Value	Qty	Amount	Notes	Estim. Refund	Gap
08/04/2024	42702	Lens extraction and insertion of arti	IF6	FRE	1197.25	1	1197.25		710.90	486.35

Assist Fee Properties Add Change Delete Total 0.00 Disc. 0.00 Gap 0.00

Doctor Assigned Billing Codes: [] Add All Message: This is the invoice message

Billing Instructions: []

Defer Family ECLIPSE MA Online Bulk Bill Combo Inv. Print Email Suppress **Quick Pay** Cancel Help

The **Quick Pay** screen will open.

Quick Pay

41 Mr Knut Holloway

Payer Holloway, Knut Due Patient 1.00 Family 1.00 Deferred Patient 0.00 Family 0.00 Credits 0.00

Current Invoice(s)
 Allocate Value 1197.25 Discounted value 1197.25 Gap 486.35

Payments

Format	Name	Bank	Branch	Detail	Banklist	Amount	
1. Cash	2. Cheque	3. MC Cheque	Tyro Eftpos		BNK		
4. Card	5. Eftpos	6. Direct Deposit	7. Credits	Tyro EasyClaim			
Credits					BNK	250.00	
						Payment Total	250.00
<input type="radio"/> Family Due & Invoice <input type="radio"/> Patient Due & Invoice <input checked="" type="radio"/> Invoice(s) Only						Amount Due	1197.25
						Balance	947.25

Cash Out Eclipse MA Online Suppress Combo Inv. Email Print Cancel

5. Select **Credits** for the Payments type.
6. Select **OK** to the **Warning** dialog.
7. Change the **Amount** field if required and enter any relevant notes in the **Detail** field.
8. Select **Add**.

The **Credits** value will become the **Payment Total** and be deduced from the **Amount Due**.

Submit a Claim for an outstanding balance

If there is still an amount owing, it may be the claimable part of the invoice, which is processed as follows:

9. Select the payment type.
- The **Balance** owing will be added to the **Amount**.
10. Select **Add**.
- The claim will be added below the Credits entry.
11. Check the amount is correct and the Balance is now 0.
12. Select **Eclipse** or **MA Online** and submit the claim.

Quick Pay

41 Mr Knut Holloway

Payer Holloway, Knut Due Patient 1.00 Family 1.00 Deferred 0.00 Family 0.00 Credits 0.00

Current Invoice(s)
 Allocate Value 1197.25 Discounted value 1197.25 Gap 486.35

Payments

Format	Name	Bank	Branch	Number	Banklist	Amount
1. Cash	2. Cheque	3. MC Cheque	Tyro Eftpos		BNK	
4. Card	5. Eftpos	6. Direct Deposit	Tyro EasyClaim			
Credits					BNK	250.00
EFT					BNK	947.25

Payment Total 1197.25

Family Due & Invoice Patient Due & Invoice Invoice(s) Only Amount Due 1197.25

Balance 0.00

Cash Out Eclipse MA Onjine Suppress Combo Inv. Email Print Cancel

Refund a deposit (remaining credit)

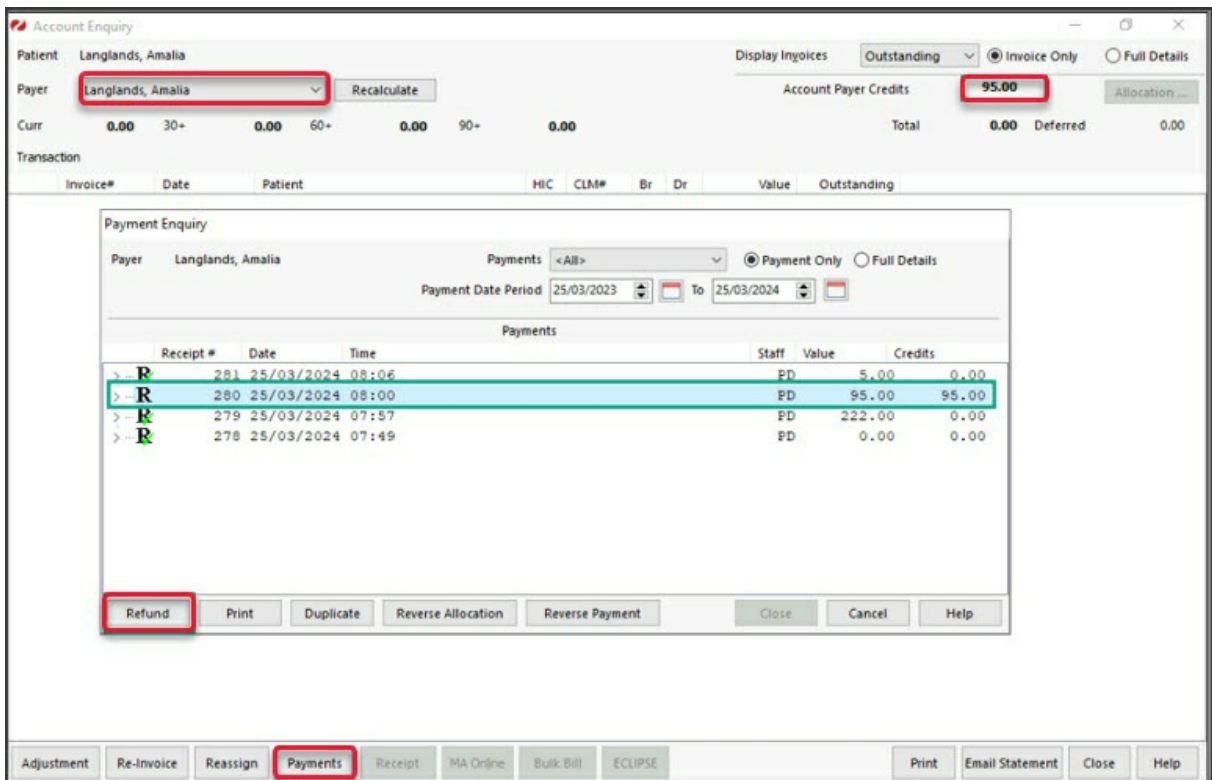
If the patient does not attend, the deposit is refunded.

If the practice has a non-attendance fee, see the [Charge a non-attendance fee guide](#).

To refund the deposit or remaining credit:

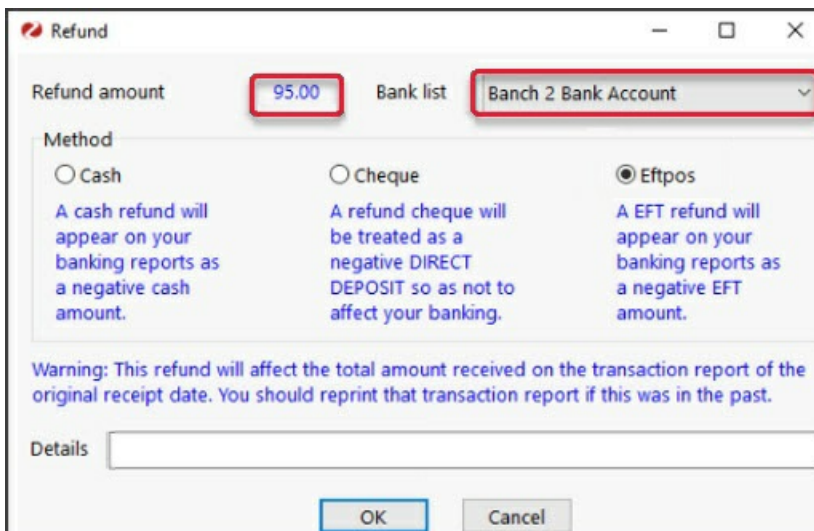
The rest of the deposit can then be refunded:

1. Open the patient's **Account Enquiry** screen.
2. Check that the patient is the **Payer**.
3. Select the **Payments** button.
4. Select the receipt with the credit outstanding amount.
5. Select **Refund**.



The Refund screen will open.

6. Select the **Bank Account** the refund is to be processed from.
7. Select the **Method**.
8. Enter any **Details**.
9. Select **OK**.



The credit will be refunded.

Payment Enquiry

Payer: Langlands, Amalia Payments: <All> Payment Only Full Details

Payment Date Period: 25/03/2023 To 25/03/2024

Payments						
Receipt #	Date	Time	Staff	Value	Credits	
> --R 281	25/03/2024	08:06	PD	5.00	0.00	
> --R 280	25/03/2024	08:00	PD	0.00	0.00	
> --R 279	25/03/2024	07:57	PD	222.00	0.00	
> --R 278	25/03/2024	07:49	PD	0.00	0.00	

Account Enquiry

Patient: Langlands, Amalia Display Invoices: Outstanding Invoice Only Full Details

Payer: Langlands, Amalia Recalculate Account Payer Credits: 0.00 Allocation...

Curr: 0.00 30+ 0.00 60+ 0.00 90+ 0.00 Total: 0.00 Deferred: 0.00

Transaction									
Invoice#	Date	Patient	HIC	CLM#	Br	Dr	Value	Outstanding	