

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.

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urther l Recalls	Details	Given Name			Initial	Hosp. UR No			Clinical Warnings
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т	Su	rgery despoit for 13 Ma	rch	-			DBK	250.00	
						Payme	nt Total	250.00	
			O Family Due	<u>.</u>	Patient Due	Amou	nt Due	1.00	
						Balan	ce	-249.00	

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.

Patient Details Further Details	Persona	100	Holloway			Practice File#	41			Pull File	2
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Notepad 🔽 eHealth	Allocation	erred Name			Formar	Usual Branch	Tech Drand	6 1 /4	1)		×
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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.

Invoice Patient	Mr Knut Holloway File 41 DO	B 19/05/195	2 (71)		DVA VSS123343		Safety	Pens. Sta	tus Full DVA	
Payer	Holloway, Knut		~	Add/Edit	Payer	Payer Debts	Patient	Family		Credit
	Applicable Fee Type IF6					Due Deferred	1.00 0.00	1.00 0.00		250.00
Doctor	Davis, Phillip		~	A			0.00	0.00		
		То	Starts	Mths I	Votes	Fund Details		20		
Request/ Referral Dr	Adelaide Path Partners	PD	08/11/2023	12	~	Fund	#	Fun	d Fee Type	
Kererrai Dr						Refund/Gap Cal	culation	Invoice Style		
Claim						O Fund	Medicare	Print Gap	Corpora	te 🗌
Assist Fe	ee Properties	Add	Change	Delete		Tota	al 0.00	Disc. 0.00	Gap	0.00
	ee Properties	Add	Change	Delete	Messa		al 0.00	Disc. 0.00	Gap	0.00
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The Quick Pay screen will open.

Quick	Pay										
41	Mr	Knut Holloway									
					Patient	Family		Patient	Family	Credits	
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creuits				-		-			DINK	230.00	
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	O Family	Due & Invoice	0	Patient Du	e & Invoice	۲	Invoice(s) Only	Amo	unt Due	1197.25	
								Bala	nce	947.25	
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- 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 P	ay									
41	М	r Knut Holloway		Pati		- 14-	Patient	Family	Credits	
Payer	Holloway, Kr	iut	V Due			1.00 Deferred	0.00	Family 0.00	0.00	
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							Paym	ent Total	1197.25	
	⊖ Famil	y Due & Invoice	⊖ Pati	ent Due & In	voice	Invoice(s) Only	Amou Balar	unt Due	1197.25 0.00	
Cash	Out Ec	lipse MA On <u>l</u> in	e Suppr	ess Com	bo Inv. E	mail			Pr	int 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.

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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.

Refund amount 95.00 Bank list Banch 2 Bank Account Method O Cash O Cheque Image: Banch 2 Bank Account A cash refund will appear on your A refund cheque will appear on your A EFT refund will appear on your	Method O Cheque Image: Eftpos A cash refund will appear on your A refund cheque will be treated as a appear on your banking reports as a negative DIRECT banking reports as a negative cash A refund cheque will be treated as a appear on your banking reports as a negative EFT	Method O Cheque Image: Eftpos A cash refund will A refund cheque will A EFT refund will appear on your be treated as a appear on your banking reports as negative DIRECT banking reports as	💋 Refund		- 🗆 ×
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The credit will be refunded.

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