How OLA requests a credit card

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Patients who use Zedmed's Online Appointments (OLA) can be prompted to provide a payment card when making the booking. The requirement can be enabled per practitioner and can exclude children, seniors and DVA and pension card holders. Once the card is recorded in Patient Details, they will not be prompted again.

Overview

With Payment Gateway enabled, Online Appointments (OLA) will request a credit card when the booking is made—even if a card has already been added using an SMS request. If the card provided by OLA matches an existing card, no change is made, and OLA will not ask again. If a different card is on file, the OLA card will be added and made the preferred card of the two. OLA bookings display a cloud icon and show the credit card icon in the Appointment Book if the patient already has a card on file with OLA.

- If a card is requested in OLA, it will be charged and then refunded $1 to verify its validity.
- Credit card information will be requested if your practitioner supports electronic payments.
- The credit card provided will be charged AFTER you have attended your consultation with the doctor.
- The practice may display an estimated payment amount when you provide your credit card information.

Enabling a payment card step

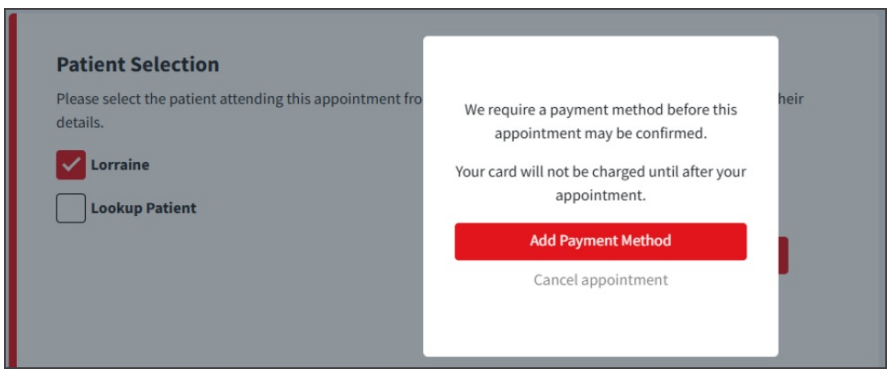
This option is enabled by ticking the box on the Appointment Setting screen, for all practitioners or per practitioner. Learn more.

If the patient **does not** have a payment card recorded

The following steps will appear on the **Complete My Booking** screen after the patient selects a time slot for the visit:

1. Select **Add Payment method**

   The patient must enter card information or select Cancel appointment.



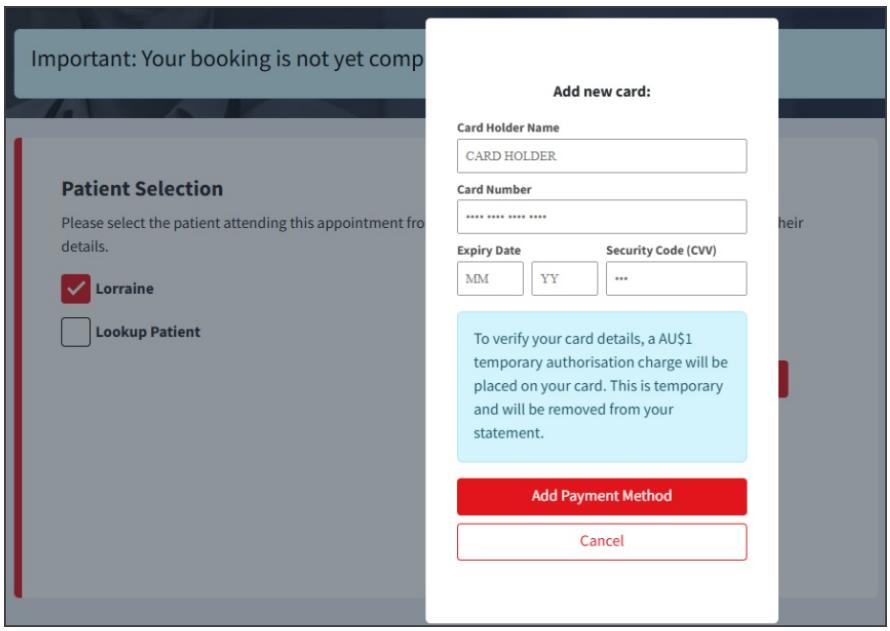
2. **Conditional**: IF the Appointment Type and practitioner have a payment card exemption for concession card holders, a list of concession cards will display. The patient selects any card that holds or None of the above.



3. Complete the **Add new card** fields.
4. Select **Add Payment Method**.

   The patient must provide payment card information or **Cancel** appointment.

   - When the appointment is booked, the patient's card will be charged then refunded $1.
   - The credit card will not be charged until after the consultation.



5. Continue and complete the OLA booking workflow.

If the patient **does have** a payment card recorded

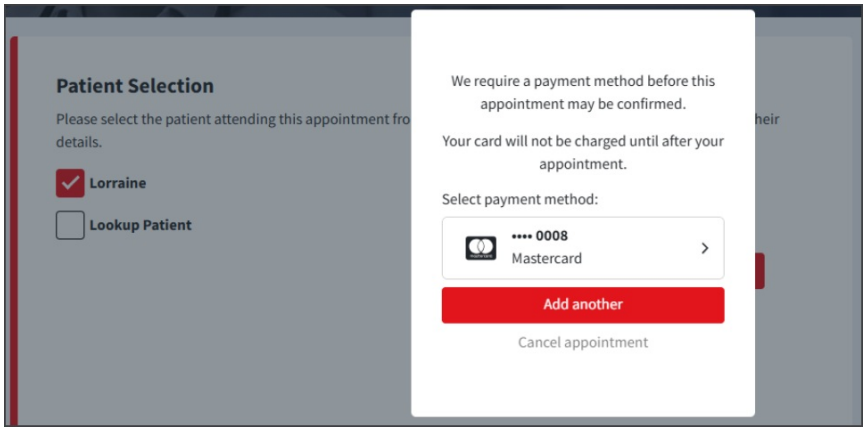
The following steps will appear on the **Complete My Booking** screen after the patient selects a time slot for the visit:

1. A **Select payment method** dialog will open.

   Click on the payment card.

   Or

   Select **Add another** and enter the information for the payment card to be used.



2. Continue and complete the OLA booking workflow.

   Note: If the appointment has no card requirement for a concession card holder, concession information previously added by the patient will also be displayed.