

Payment Gateway reception

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Process Credit Card payments for consultations booked using Online Appointments. These payments are for private patients, and the Credit Card information is collected when the patient makes their appointment.

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Overview

The reception will see OLA bookings appear with a cloud icon (or cloud with a + if it is a **first-time booking**). If the booking used Payment Gateway a credit card icon will appear on the upper right of the booking in the Appointment Book and next to the patient in the Waiting Room.

Billing is private patient - usually **QuickPay** or in some cases MA Online if a rebate is needed. The invoice must be for the correct treating practitioner as the Doctor Details >Bank List that receives payment. On the invoice screen, **ePayment** must be selected as the payment type, and a receipt will be emailed to the patient. There will be a section for ePayments in the banking report.

Considerations

1. Once **Credit Card Required** is ticked for a doctor in Appointment types, that doctor's patients will be asked for Credit Card details when they book appointments in OLA.
2. When a participating doctor is selected by a patient in OLA, what is confirmed is the use of Payment Gateway - not the bank account to be used.
3. The bank account that receives the payment is determined when billing as shown in the sections below.
4. In **Practice>Bank Accounts** the MID field links the selected bank account to a Tyro eCommerce merchant (practitioner).



Payment Gateway (OLA)

MID

API Key

Step 1 - Identify an OLA appointment

When a patient books using Online Appointments and their credit card information is recorded for billing, a credit card icon will display in the Appointment Book and the Waiting Room. This informs staff that the billing must use ePayment.

45	
0	
15	22 Jones, Happy Std Consultation (09:15 - 09:25)
30	
45	
0	

File Machine View Input Devices Help

Waiting Room

Patient Attendance Find Clinical Details Bill Enquiry Enc Sheet Proforma Labels Appts Extras

Patient Quick Attend Admit Find Patient Bill Refresh Intramail Show Hidden

18/07/2024 Branch Branch 1

13:23 -8 Doctor All

File #	Status	Name	Appt	Attend	Admit	Doc	Appt Ty	Br	Dept	Notes	Site
22	⚠	Jones, Happy	09:15	13:23		PD	Std Con	MED			

Step 2 - Select the billing type

The invoicing steps are the same as those explained in the [Private Patient invoicing guide](#).

Bill as a private patient

The patient should be the payer. The billing type will be QuickPay (or MA Online if a rebate is needed)

Check the correct Treating doctor has been selected.

When billing from the Waiting Room it should be correct. It is the Bank List in the treating doctor's, Doctor Details screen that will receive the payment - be it the practitioner or the practices. That Bank list will be linked to the eCommerce MID in the practice bank list screen.

Invoice

Patient Mr Knut Holloway DVA HCC# Safety Pers. Status None

File 4 DOB 19/05/1952 (70)

Payer Holloway, Knut Add/Edit Payer

Applicable Fee Type P1

Doctor Davis, Philip

Payer Debts	Patient	Family	Credit
Due	598.55	598.55	0.00
Deferred	0.00	0.00	

Fund Details

Fund	#	Fund Fee Type

Request: None

Doctor Assigned Billing: 23

Billing Instructions: Private - Book another appointment in 2 weeks -

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

Step 3 - Select the payment type

The payment option to use is ePayment.

Quick Pay

Miss Bob Roberts

Payer: Roberts, Bob Due: Patient 0.00 Family 0.00 Deferred 0.00 Patient 0.00 Family 0.00 Credits 0.00

Current Invoice(s)

Allocate: Value 71.30 Discounted value 71.30 Gap 35.00

Payments

Format	Name	Bank	Branch	Detail	Banklist	Amount
1. Cash	2. Cheque	3. MC Cheque	Tyro Eftpos	ePayment	BNK	
4. Card	5. Eftpos	6. Direct Deposit	7. Credits			

Payment Total: 0.00

Amount Due: 71.30

Balance: 71.30

Buttons: Suppress, Combo Inv., Send to Patient, Print, Cancel

Step 4 - Select Send to Patient

When you select **Send to Patient**, a confirmation dialogue will show the email address the receipt will be sent to. This address is taken from the patient's record and can be manually edited.

Quick Pay

Miss Bob Roberts

Payer: Roberts, Bob Due: Patient 0.00 Family 0.00 Deferred 0.00 Patient 0.00 Family 0.00 Credits 0.00

Current Invoice(s)

Allocate: Value 71.30 Discounted value 71.30 Gap 35.00

Payments

Format	Name	Bank	Branch	Detail	Banklist	Amount
1. Cash	2. Cheque	3. MC Cheque	Tyro Eftpos	ePayment	BNK	
4. Card	5. Eftpos	6. Direct Deposit	7. Credits			

Payment Total: 0.00

Amount Due: 71.30

Balance: 71.30

Buttons: Suppress, Combo Inv., Send to Patient, Print, Cancel

ePayment

You are about to bill the patient's credit card with the amount of \$71.30
A receipt can be sent to the patient at the email address below if entered.

Email Address:

Email receipt to patient
 Update patient's email

Buttons: Bill, Cancel

Step 5 - Select Bill

The credit card will be charged and the receipt will be sent to the patient.

Quick Pay

Miss Bob Roberts

Payer: Roberts, Bob Due: 0.00 Patient: 0.00 Family: 0.00 Deferred: 0.00 Patient: 0.00 Family: 0.00 Credits: 0.00

Current Invoice(s)

Allocate: Value 71.30 Discounted value 71.30 Gap 35.00

Payments

Format	Name	Bank	Branch	Detail	Banklist	Amount
1. Cash	2. Cheque					71.30
4. Card	5. Eftpos					

ePayment

You are about to bill the patient's credit card with the amount of \$71.30
A receipt can be sent to the patient at the email address below if entered.

Email Address:

Email receipt to patient
 Update patient's email

Bill Cancel

Payment Total: 0.00

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

Amount Due: 71.30

Balance: 71.30

Buttons: Suppress Combo Inv. **Send to Patient** Print Cancel

The receipt will display as shown in the screenshot below, and each item will display any GST component.



Swanston Street EAST
MELBOURNE 3002

Receipt #2405101408

Hi,

Below is your receipt for payment of your recent appointment

Item	Amount	GST	Total
23 Level B Surgery Consultation	\$71.30	\$0.00	\$71.30
Total	\$71.30	\$0.00	\$71.30

Thanks for choosing Example Client