

Payment Gateway - Getting Started

Last Modified on 28/11/2024 1:34 pm AEDT

Payment Gateway allows practices to take credit card information with an Online Appointment (OLA) and charge that card after the consultation. This functionality uses Zedmed's integration with Tyro eCommerce and is included with your OLA subscription.

How Payment Gateway works

The patient makes an OLA booking

When the patient makes their booking, they will be asked what concession cards they have in case the practice provides payment exceptions. The patient will then be asked to provide credit card information or select a credit card from their list of cards. The patient will then be shown a confirmation screen, which will advise that they will be charged after the consultation. The practice can also choose to display any fees and an estimated cost for the consultation. On confirmation, the appointment is booked and the patient's credit card will be charged and then refunded \$1.

[Learn more](#)

Reception invoices using Payment Gateway

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.

[Learn more.](#)

How to set up Payment Gateway

Step 1 - Request Payment Gateway

Payment Gateway is included with Online Appointments (OLA) and will be added as an opt-out feature in the OLA request form. The Payment Gateway section will ask you to enter the Name, email, phone number and ABN for the practice and each practitioner with a bank account that receives payments. One entry per bank account is needed.

[Online Appointments request form.](#)

Step 2 - Request an eCommerce account

Using the information in Step 1, Zedmed will arrange for Tyro to send the practice and each practitioner (bank account owner) an eCommerce registration form. Once this form has been completed and submitted, an *eCommerce Welcome Email* will be sent out to each account owner with the login information. The welcome email

should arrive within 72 hours of submitting the request.

For large clinics, the PM may want to complete the practice form then advise the practitioners on how to complete their forms.

Step 3 - Call with Zedmed to configure Payment Gateway

Zedmed will set up your OLA portal and Payment Gateway. Zedmed will arrange a time to call the PM, On that call, zedmed will get some information from the practice eCommerce account to create an API key and add that key to your Zedmed Server. The practice will then be sent a *Payment Gateway Welcome Email* explaining how to configure the payment options and bank accounts.

Step 4 - Set up Zedmed for Payment Gateway

The practice will perform the following actions as outlined in the *Payment Gateway Welcome Email*.

- Create an API password for each eCommerce account. **Create a Tyro API password.**
 - Link each eCommerce account API password to the respective bank account in Zedmed. **Update bank accounts.**
 - Select the payment options used by each practitioner. **Select payment options.**
 - Create a refunder account in each eCommerce account. **Create a refunder account.**
-