

Request a card and bill QSG

Version: 1.01 | Last Modified on 17/04/2026 11:01 am AEST

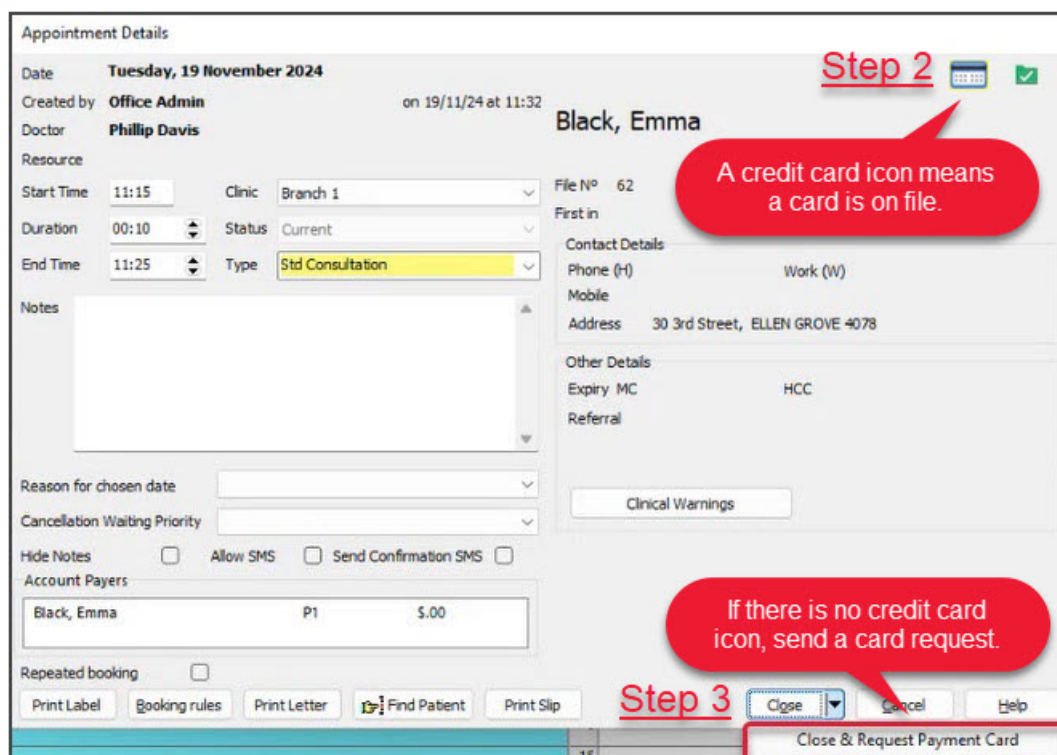
This quickstart guide show how to use Payment Gateway to request credit card information from a patient when booking an appointment and how to bill that card. For additional information, see the full [Payment Gateway User Guide](#).

How to request credit card information

Step 1 - Book an appointment for a patient.

Step 2 - In the **Appointment Details** screen, check if there is a credit card icon.
If there is no icon, there is no valid credit card on file so proceed to step 3.

Step 3 - Select the arrow beside **Close** and select **Close & Request Payment Card**.
The appointment will be created, and the patient will receive an SMS asking them to enter credit card information.



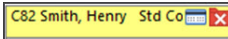
To request a credit card for an existing Appointment

Select the **Request Payment Card** option in the Patient Record > **Payment Cards** tab, or

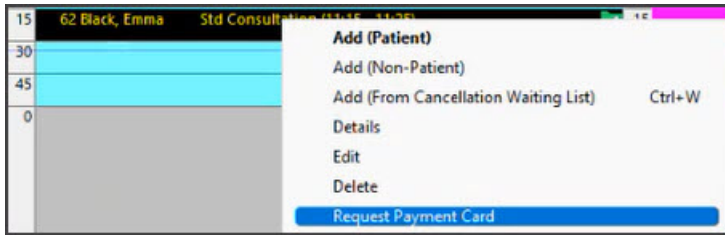
Send a payment card request to an existing appointment:

1. Confirm there is NO credit card icon to the right of the appointment. The example shows where the icon will

display.



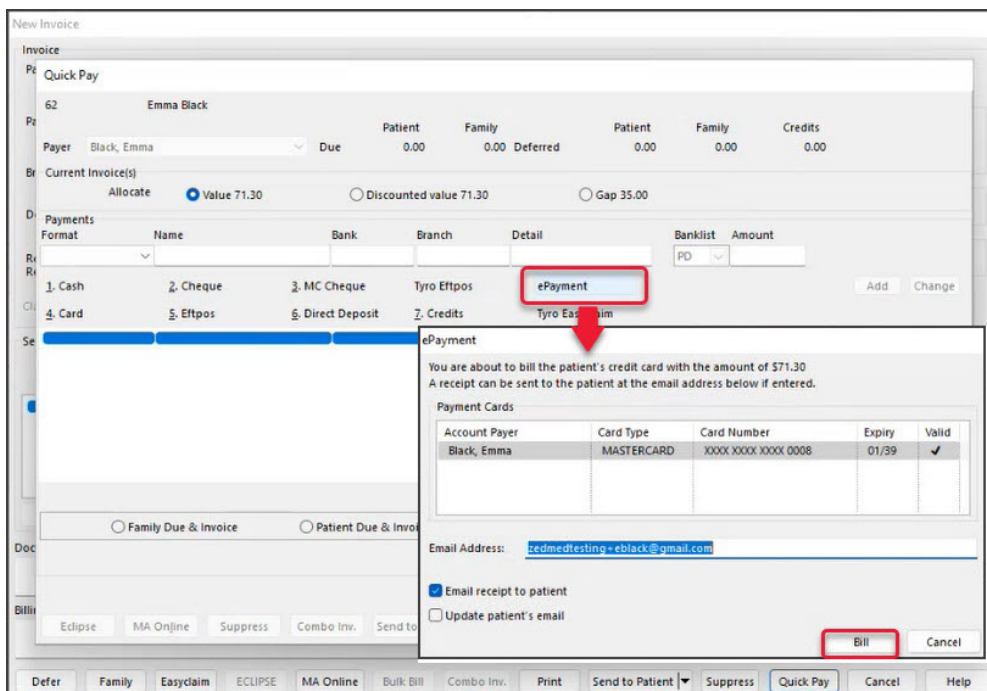
2. Right-click the appointment and select **Request Payment Card**.



3. The patient will receive an SMS with a link to a **payment card page**.

How to bill using ePayment

1. Follow the private patient billing process.
2. Check the patient is the payer and the correct treating doctor is selected.
3. Select **QuickPay**.
4. Select **ePayment**.
5. Select the card to use. If there are multiple cards, the selected card will be highlighted in grey.
6. Select **Bill**.



The ePayment dialogue will close, and a confirmation message will appear on the **Quickpay** screen.

If you need to process a Medicare rebate, go into the patient's account enquiry to access **MA Online**.

