

Request a card and bill QSG

Version: 1.01 | Last Modified on 03/07/2026 9:35 am AEST

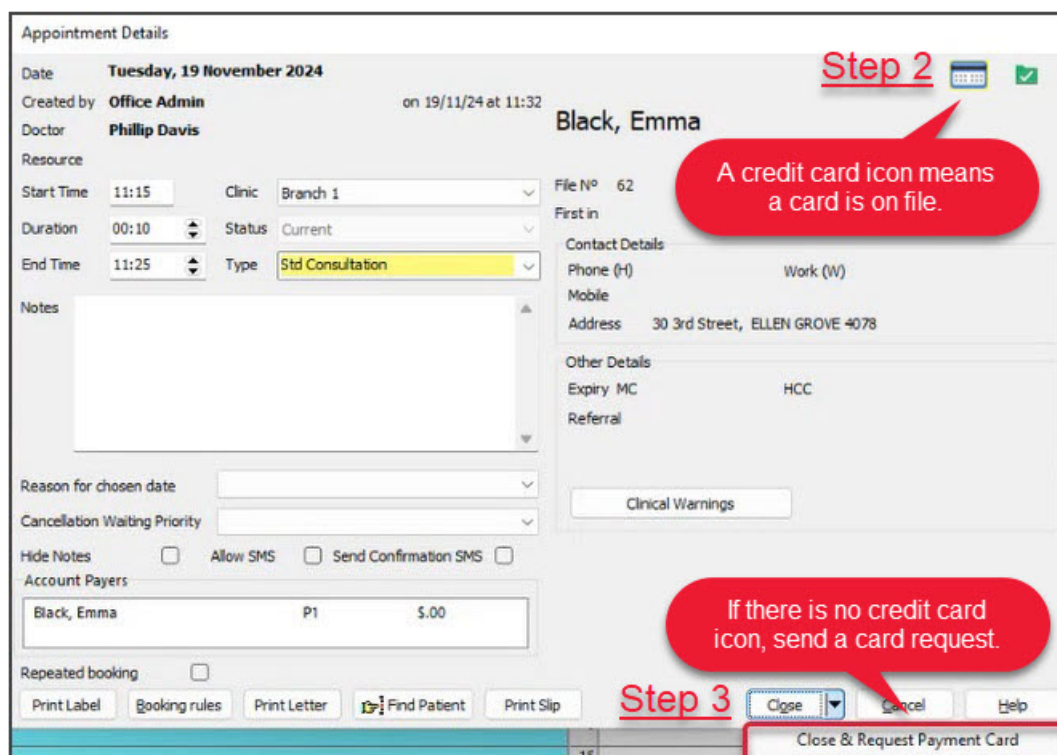
This quickstart guide show how to use Payment Gateway to request credit card information from a patient when booking an appointment and how to bill that card. For additional information, see the full [Payment Gateway User Guide](#).

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.



The screenshot shows the 'Appointment Details' interface. At the top right, there is a 'Step 2' callout pointing to a credit card icon. Below it, a red bubble says 'A credit card icon means a card is on file.' At the bottom, a 'Step 3' callout points to the 'Close' button, with a red bubble saying 'If there is no credit card icon, send a card request.' The 'Close' button has a dropdown arrow, and the 'Close & Request Payment Card' option is highlighted in a red box.

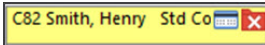
To request a credit card for an existing Appointment

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

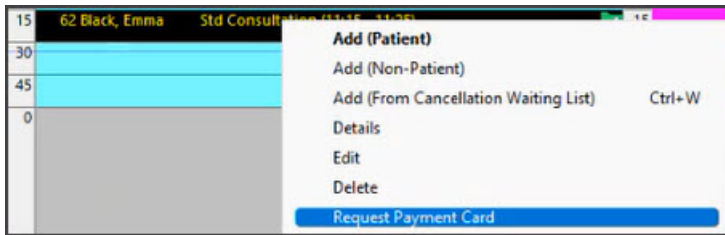
Send a payment card request to an existing appointment:

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

display.



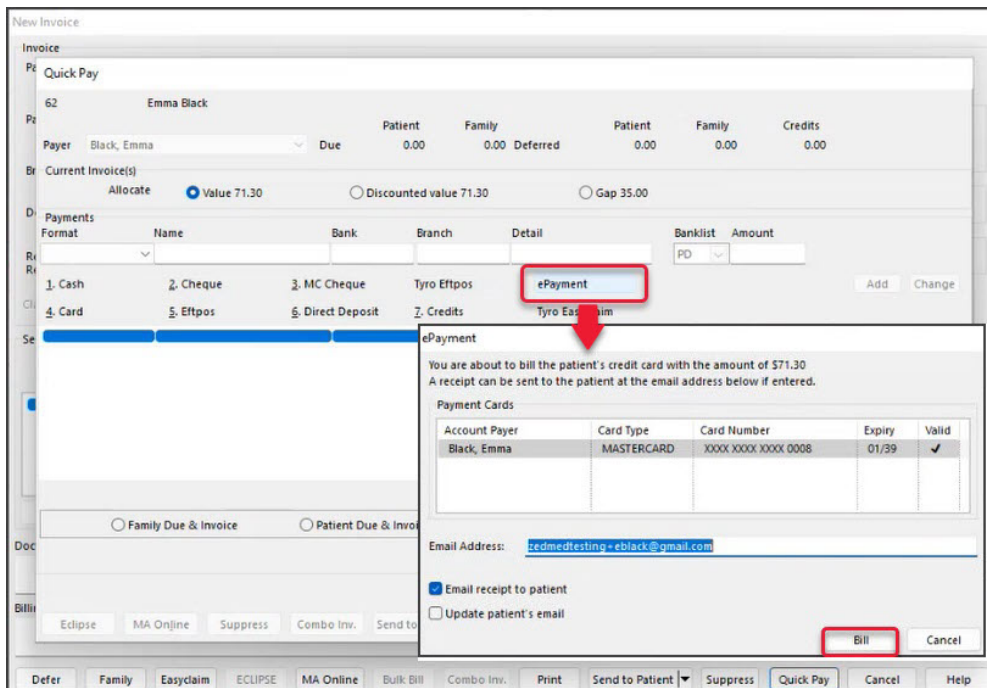
2. Right-click the appointment and select **Request Payment Card**.



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**.

Payments

Format	Name	Bank	Branch	Number	Banklist	Amount
1. Cash	2. Cheque	3. MC Cheque			PD	
4. Card	5. Eftpos	6. Direct Deposit				
ePayment					PD	95.00

Add Change

Information

Payment successful

Receipt successfully sent to:
jsmith@zedmed.com.au

OK