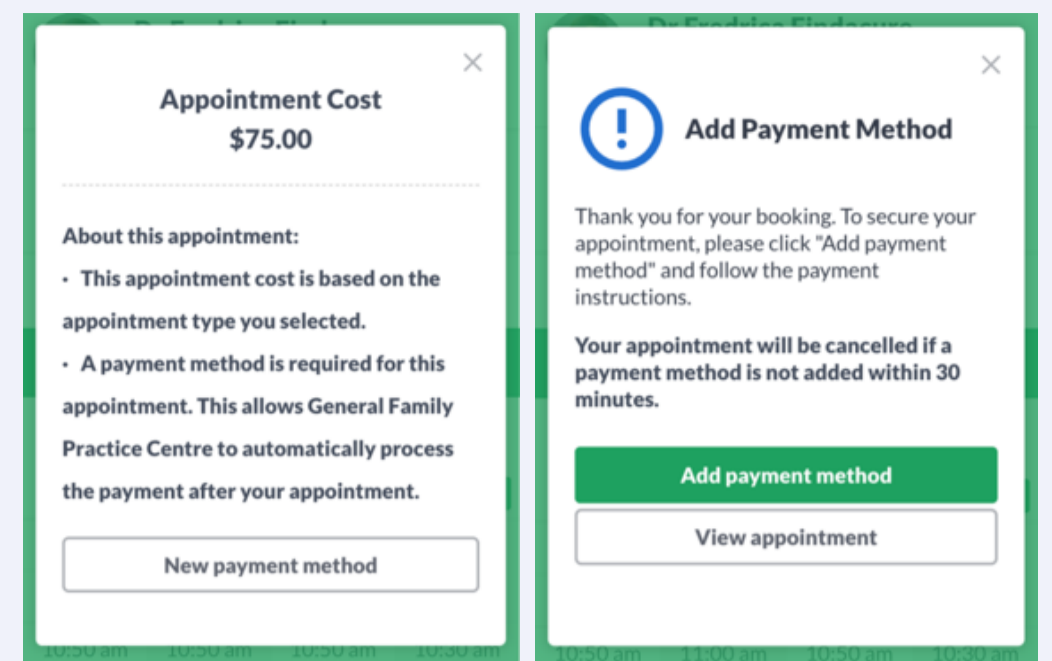# Payments for Online Bookings How does it work?

1 Once Payments is enabled and cost is specified for your appointment type in the HotDoc dashboard, the patient will be asked to add a payment method in order to book this appointment.

Once they select **"Add payment method"** they will be taken to a secure payment gateway where they can add a card for payment after their appointment.

Appointment Cost $75.00	Add Payment Method
About this appointment: · This appointment cost is based on the appointment type you selected. · A payment method is required for this appointment. This allows General Family Practice Centre to automatically process the payment after your appointment.	Thank you for your booking. To secure your appointment, please click "Add payment method" and follow the payment instructions. Your appointment will be cancelled if a payment method is not added within 30 minutes.
New payment method	Add payment method / View appointment

2 Once a patient books an appointment that uses Payments, they will appear in the HotDoc Dashboard under **Payment > Online Bookings**.

Payment Status

- Requested: Patient has been asked for a payment method
- Received: Patient has successfully added a payment method for this appointment
- Request Expired: Patient did not added a payment method within the allotted time
- Cancelled: Patient has cancelled their appointment
- Processing Payment: Payment is being processed

- Paid: Patient has successfully been collected
- Processing Refund: A refund for the payment is being processed
- Refunded: Payment has been successfully refunded
- Payment Failed: Payment attempt has failed due to patient's card being declined or having insufficient funds

3 Appointment Scenarios

1. **Patient is seen**: Once patient is marked as Seen in your clinical software, HotDoc will automatically collect the cost of the appointment on the card the patient stored
2. **Patient is No Show**: Once patient is marked as No Show in your clinical software, you have the option to collect payment manually by pressing the "Collect" button in the dashboard
3. **Patient cancellations** (via HotDoc or cancelled via appointment book): HotDoc will not collect payment for cancelled appointments
4. **Clinic modifies an appointment**: Since payment is not collected for patient cancellations, the same logic applies for modifications. If a patient booking is a modified, you will have to collect payment via alternative means

4 **Failed Payments:** A payment attempt can fail due to the patient's card being declined or having insufficient funds.

1. **HotDoc will send a SMS or Push Notification**: Immediate and automatic notification will let the patient know that the payment has failed and prompting them to using a different card or contacting their bank.
2. **Email notification to the clinic**: If payment still fails after the patient is notified, we will send you an email the next day. You may need to collect payment over the phone or ask the patient to use the link in the SMS to pay.
3. **Payment failed due to insufficient funds:** After you've notified the patient about a failed payment attempt due to insufficient funds, the patient might ask to try again on the same card. You can use the "Collect" button to make another payment attempt.

5 Additional Actions in the HotDoc Dashboard:
Issue a "Refund": You can issue a full refund to the patient. Refunds take up to 5 business days to process
"Cancel" Payment: You can cancel a payment request if you no longer wish to collect payment for that appointment

5 Some FAQ's

- What credit cards can the patients use? Visa, Mastercard and American Express
- How long does it take for a refund to reach the patient's account? Up to 5 business days, but often less
- Can patients cancel their appointment? By default, yes. At this time patients can cancel their appointment. There are no cancellation fees at this time.

Dated: 06/08/2020