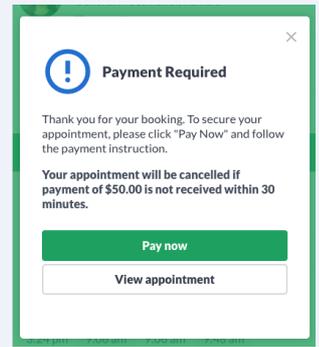


Telehealth Payments How does it work?

- 1 Once Payments is enabled and cost is specified for your Telehealth appointment type through the HotDoc dashboard, the patient will be asked to pay for the cost of their appointment at the time of booking.

Once they select **"Pay now"** they will be taken to a secure payment gateway Pre-Authorise the amount. Pre-Authorisations are valid for 5 business days.

HotDoc will only show available appointment times 4 days in advance if this feature is turned on.



- 2 Once a payment authorisation is made the patient will appear in the HotDoc Dashboard under **Bookings > Payment History**. Once the patient has successfully paid, their payment status will appear on the table as **"Pre-auth Received"**.

Payment Status

- Requested: Patient has been asked for payment but they haven't completed pre-authorisation
- Pre-auth Received: Patient has pre-authorized payment
- Processing Payment: Funds have been requested for collection
- Paid: Funds have been successfully collected
- Refund Requested: A refund for the payment has been requested, due to patient or clinic cancellation
- Refunded: Payment has been successfully refunded
- Cancelled: Patient has not pre-authorized payment within the allotted time
- Clinic Cancelled: Appointment has been modified and payment is not collected
- Request expired: Pre-authorization request has expired
- Pre-auth expired: Funds have not been collected within 5 business days

- 3 **Appointment scenarios**

1. **Patient is Seen:** Once patient is marked as seen in your clinical software, HotDoc will collect payment
2. **Patient is No Show:** Once patient is marked as No Show in your clinical software, HotDoc will collect payment
3. **Patient cancellations** (via HotDoc app or by calling the clinic and cancelled via appointment book): Funds will automatically return to the patient after the pre-authorisation has lapsed (5 business days).
4. **Patient reschedules:** The patient will need to go through the payment process again. The pre-authorisation on the original appointment would lapse and the funds will be returned to the patient.
5. **Clinic cancels or modifies an appointment:** Since funds are not collected for patient cancellations, the same logic applies for clinic cancellations or modifications. If this is a modification, you will have to collect payment manually.

- 4 **Issuing a Refund:** You may wish to refund a payment for the patient. One scenario might be if they did not attend an appointment but call the clinic with a valid reason for not attending. You can issue a refund in the **Bookings > Payment History** page, find the patient from the list and select Refund.

- 5 **Some FAQ's**

- What credit cards can the patients use? Visa, Mastercard and American Express
- What are the payment processor fee? 1.75% + 30c for Domestic Cards / 2.9% + 30c for International Cards
- How long does the pre-authorisation last? 5 Business days
- 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 and the pre-authorisation will lapse. There are no cancellation fees at this time.
- Can all patients be privately billed for Telehealth? No, patients that meet the following criteria must be bulk-billed: Concession card holders, children aged 16 and under and Patients at increased risk of COVID-19
- How will the practice collect these payments? Depending on your payment provider, you can choose how often funds are paid out into your account, or it can be done fortnightly

Dated: 08/04/2020

Need help?

For assistance please refer to our HotDoc support material: <https://support.hotdoc.com.au/hc/en-gb>

