CGM MEDEDI Online Payments

TRAINING MANUAL

Content

Add the online payment option to the account statement, invoice or send via SMS

View the account and the amount outstanding by the patient.
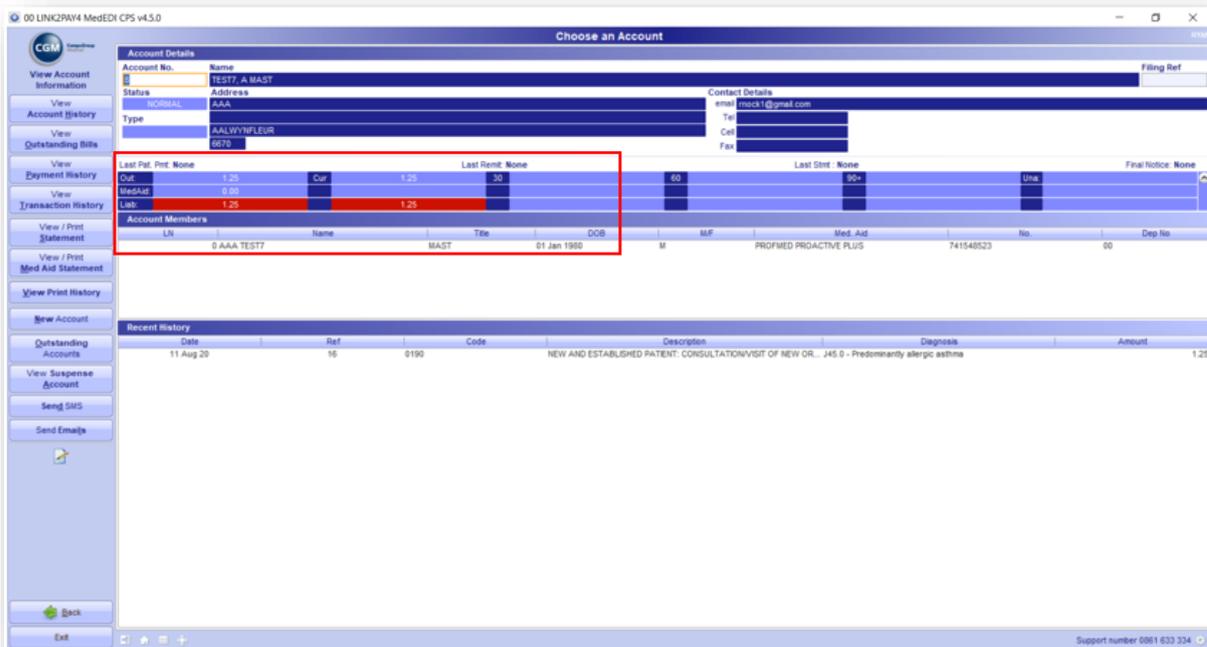
View Account Statement and select "Add payment link."
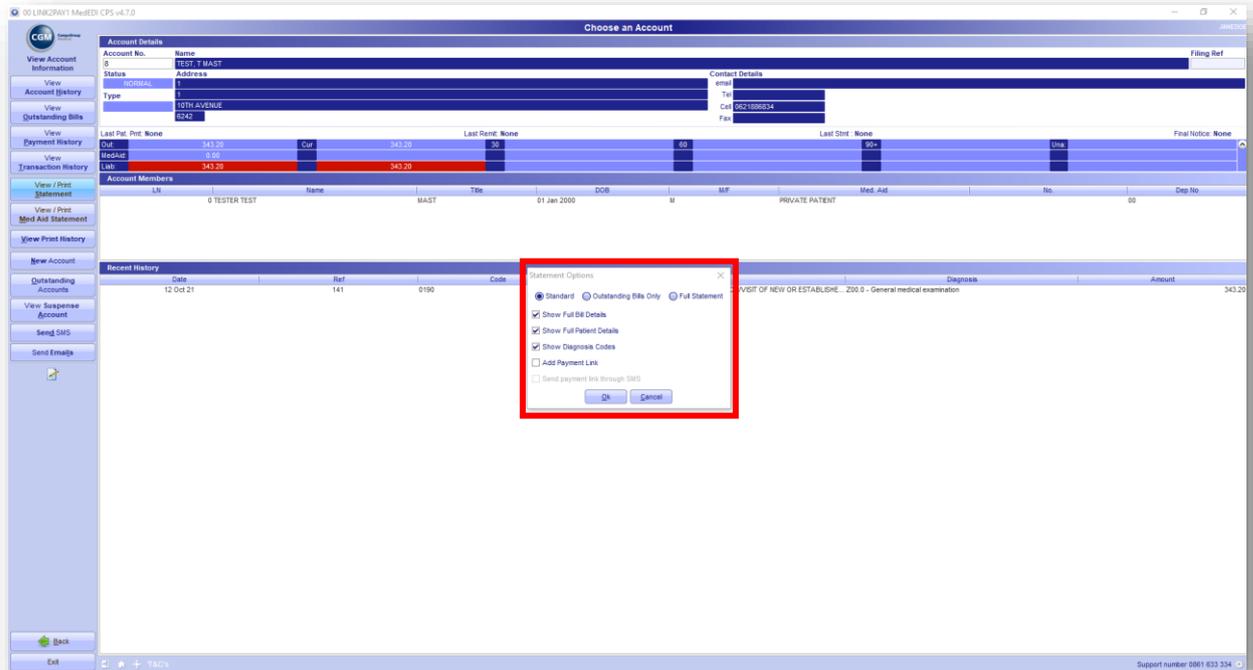
You can also choose to send the payment link via SMS.

Email the account statement to the patient with the payment link and QR code that can be used for online payment.
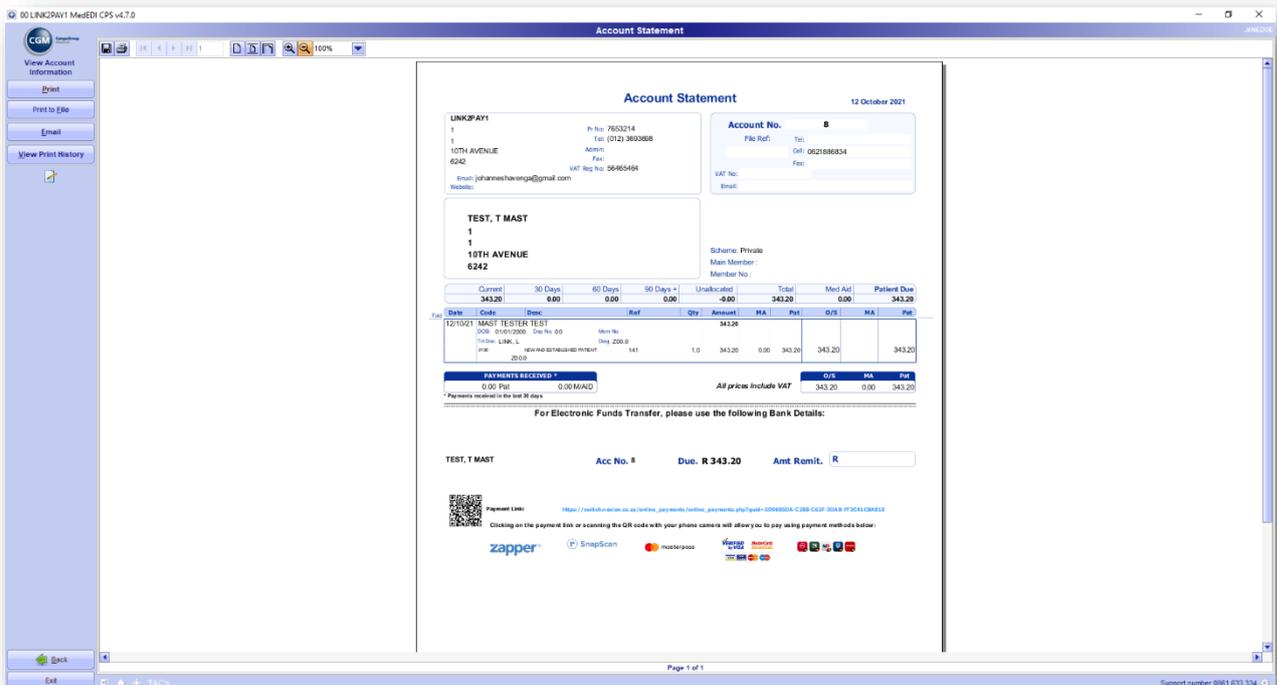
Patient payment

The patient receives the account statement or invoice that contains the option for online payments.

The patient can click the weblink to pay online or scan the QR code using a smartphone camera or QR code scanning app.
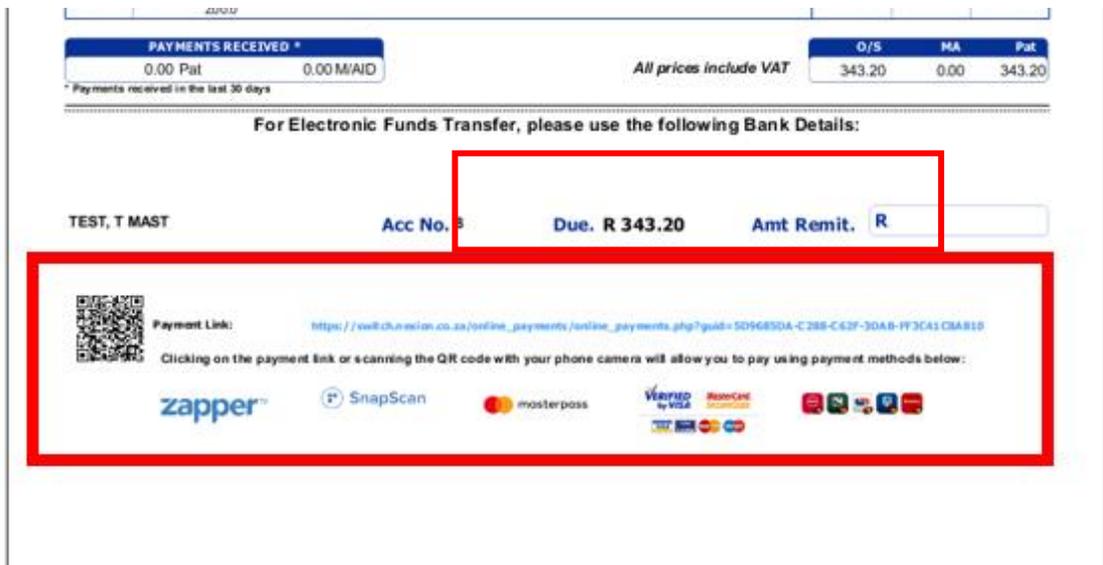
Once scanned, the Nexion payment portal opens up.
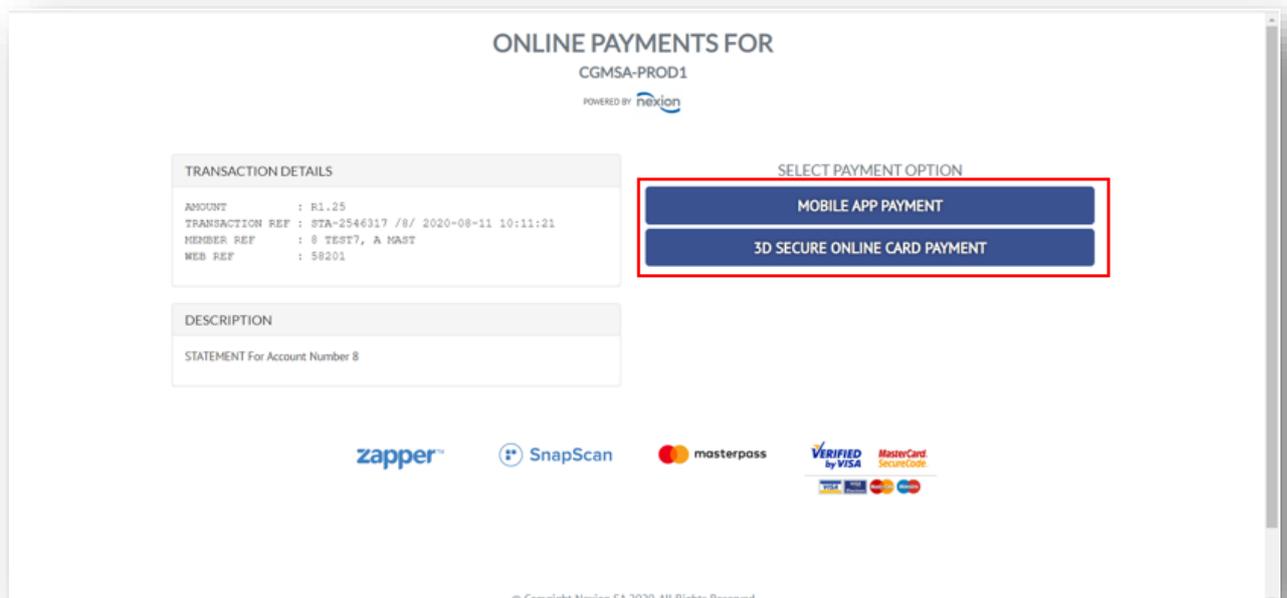
When selecting "mobile app payment", the patient can choose to make payment via Snapscan, Zapper or Masterpass.
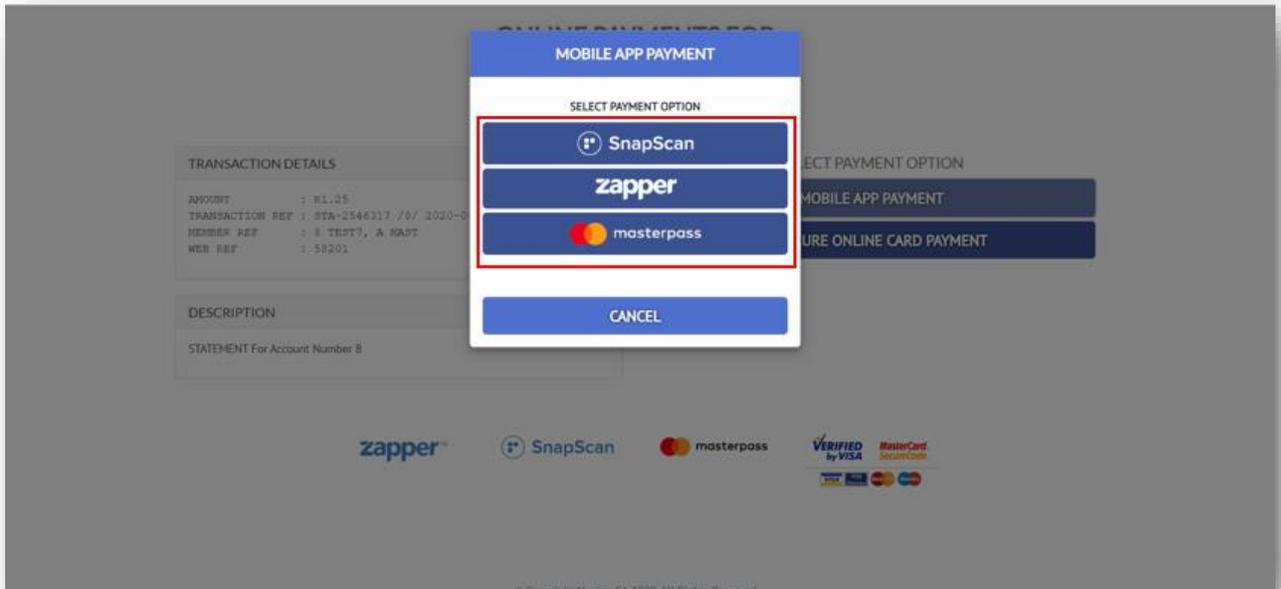
Once the patient selects an option, they will be presented with a QR code for that payment application (see Snapscan example below).

The patient can also click directly on the QR code to prepare the payment in the payment app (as an alternative to scanning the QR code).
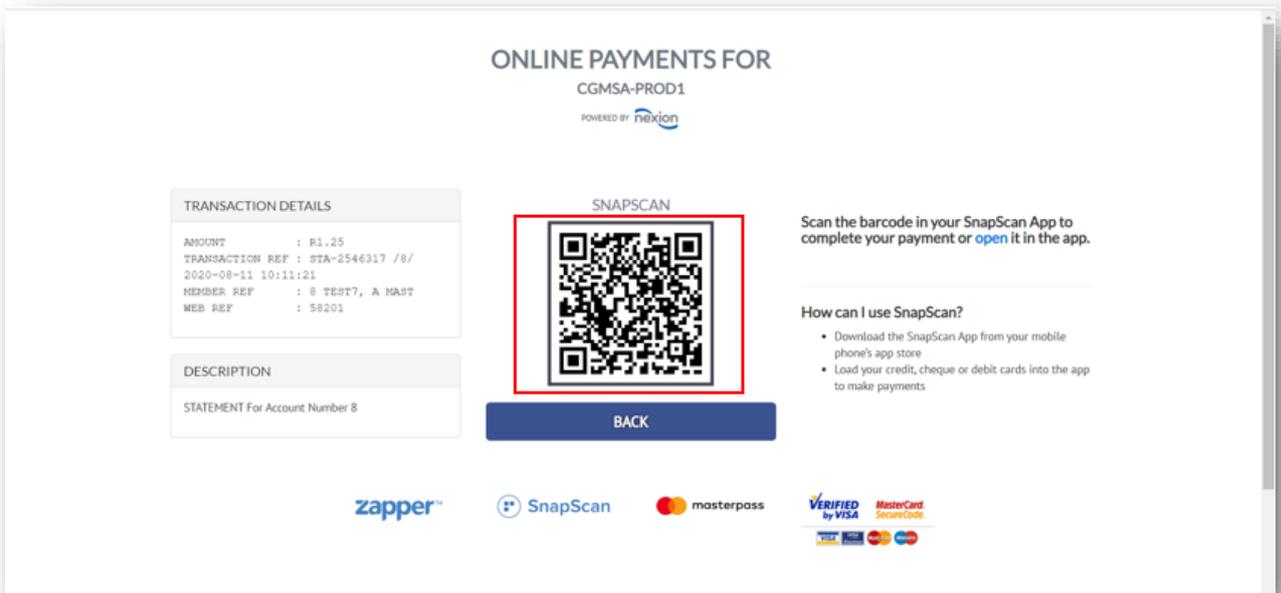
Once the patient has completed the payment via their payment app (e.g. Snapscan), the Nexion payment portal will reflect that the payment was successful and provide the patient with the opportunity to view and print the payment receipt.
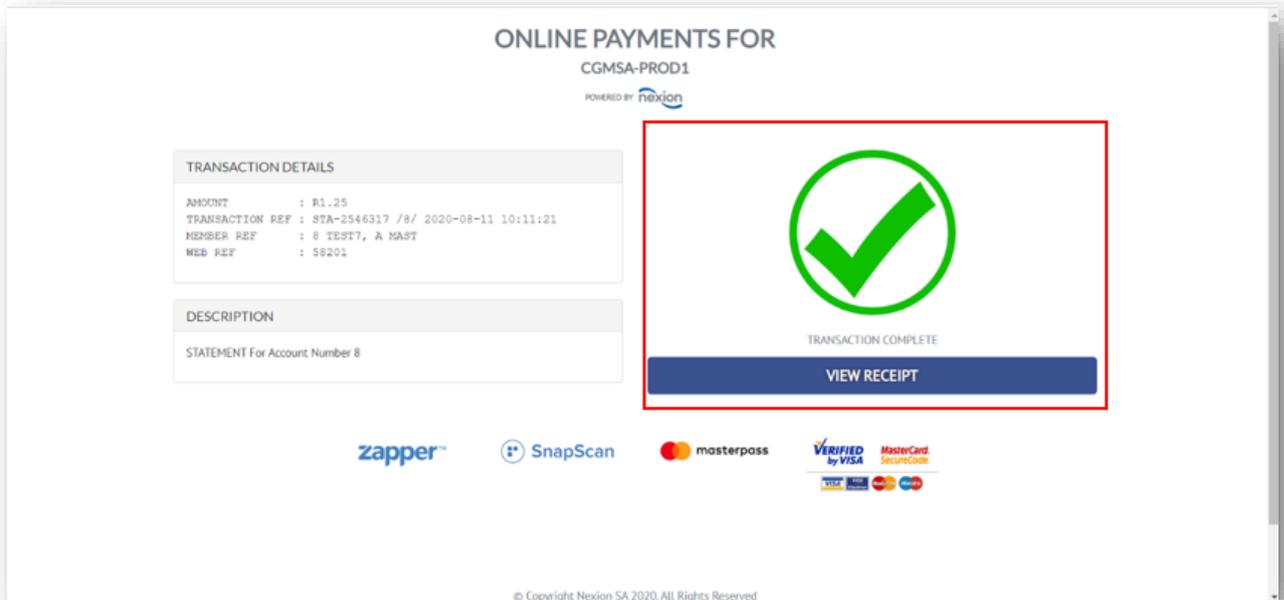
The other payment option available is to pay via "3D secure online card payment".
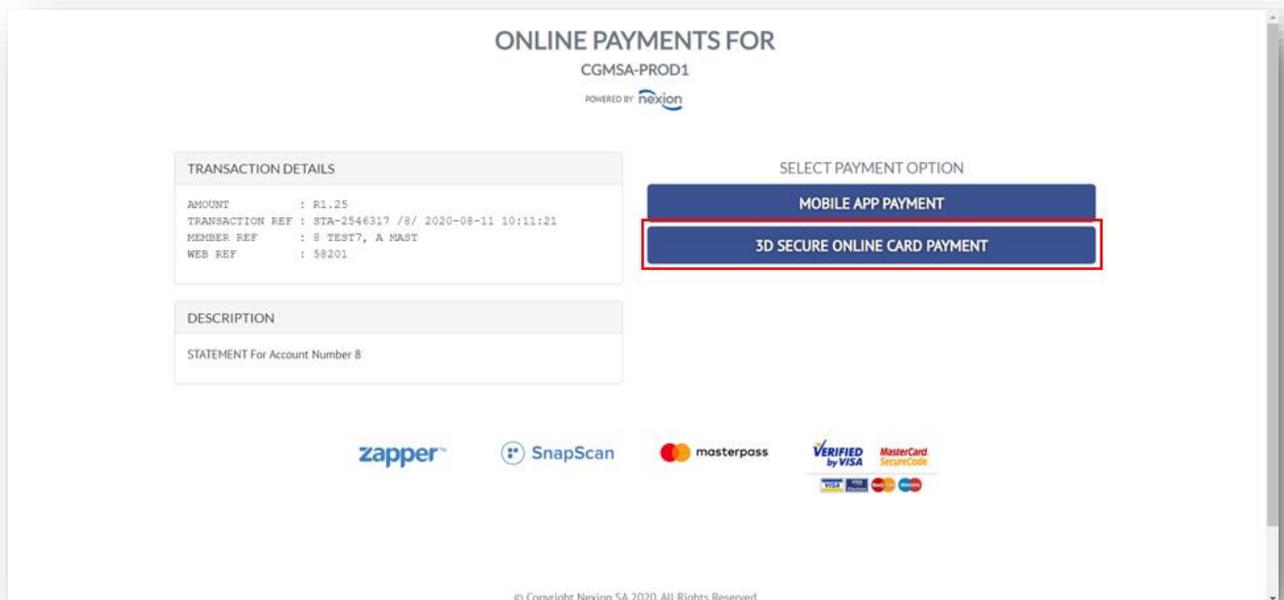
When the patient chooses "3D secure online card payment" to make the payment, they will be presented with a screen to enter their card details to complete the payment.

Once the patient has completed the payment on 3D secure online card payment, they will also see the successful payment screen and again be able to view/print the receipt

Check the status of payment links

Navigate to the "Record/Allocate Payments" page, then select "Link2Pay Management."
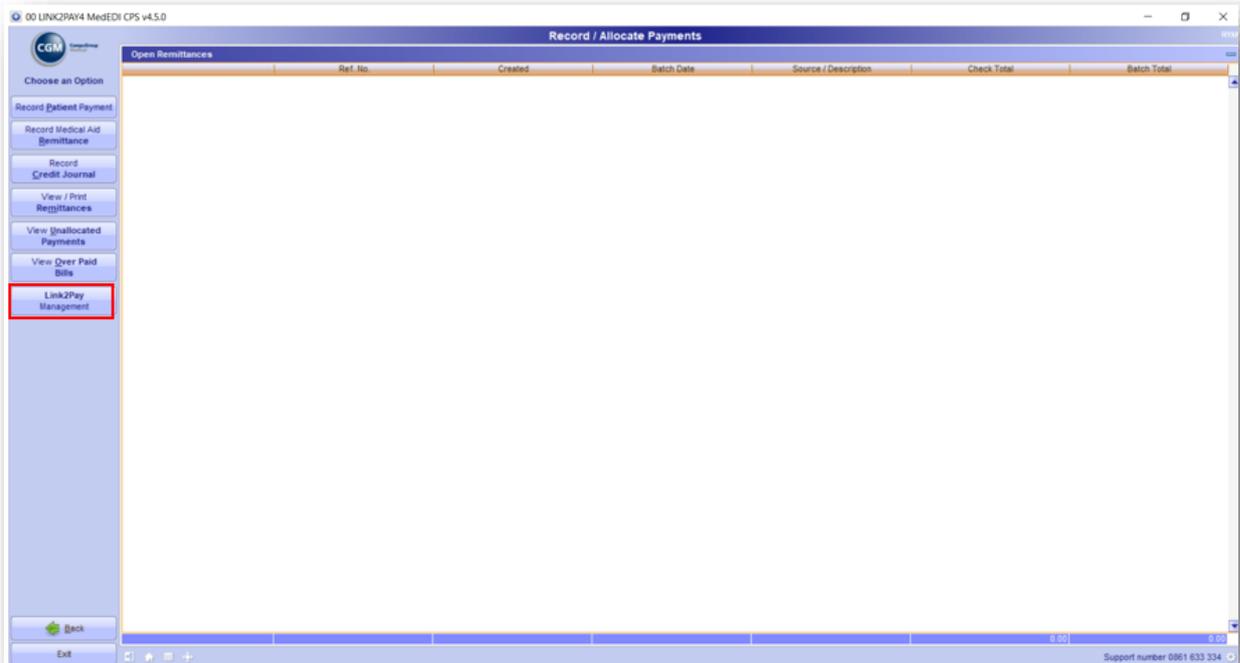
You will see the history of payment links sent to patients and their successful payments.
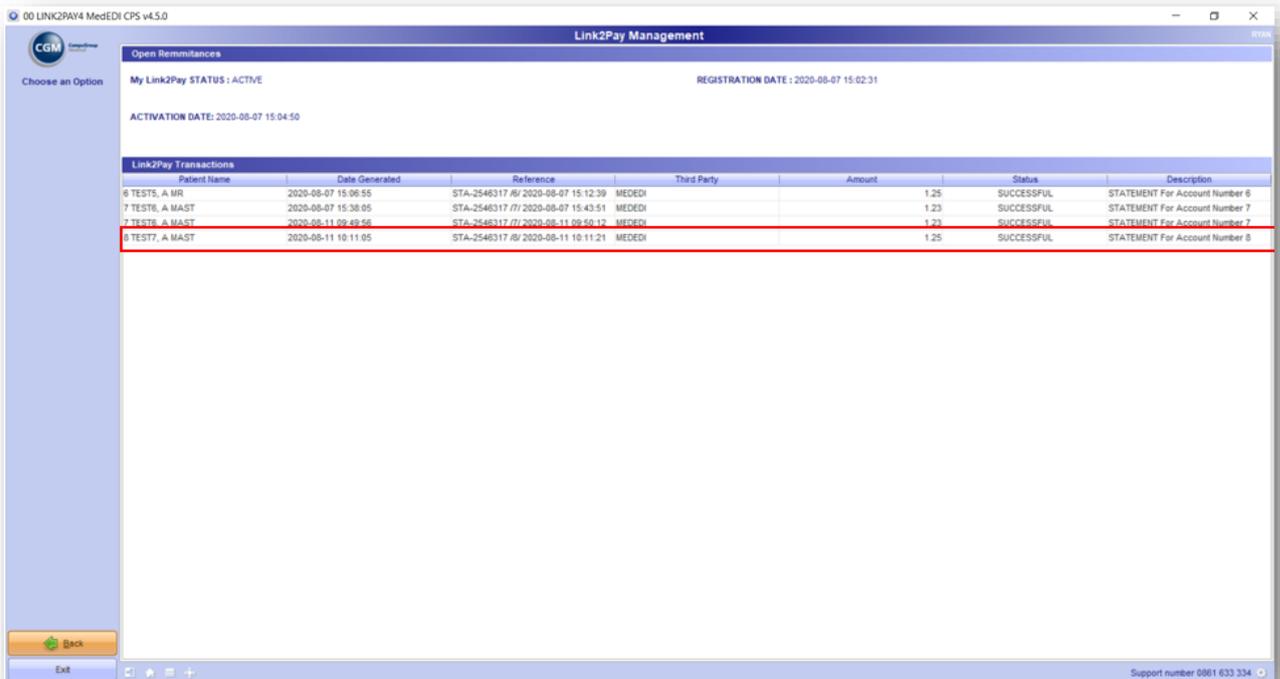
By double-clicking on the payment link, you have the option to cancel a payment link. This is useful if the patient decides to pay with some other method i.e.: EFT / Cash / Direct Deposit etc.

By cancelling the payment link, the patient can't pay the amount twice by mistake.
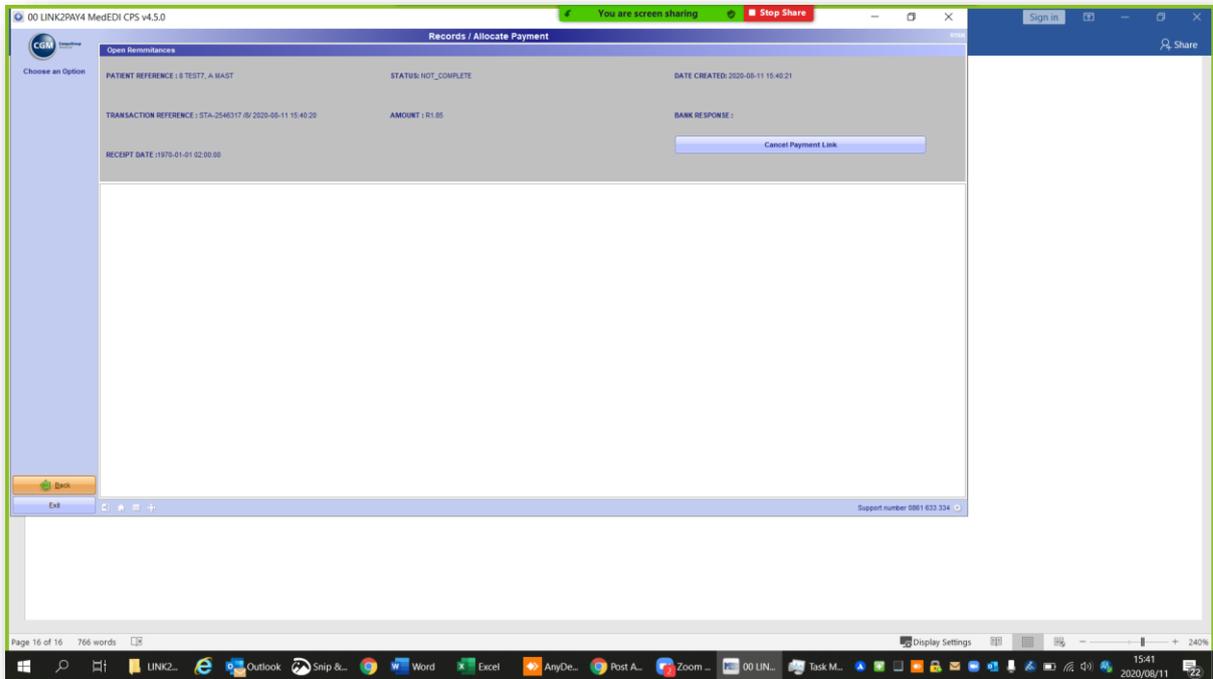
Allocating online payments in CGM MEDEDI

You will see a notification on the main menu screen to inform you that a patient has completed payment via a payment link.
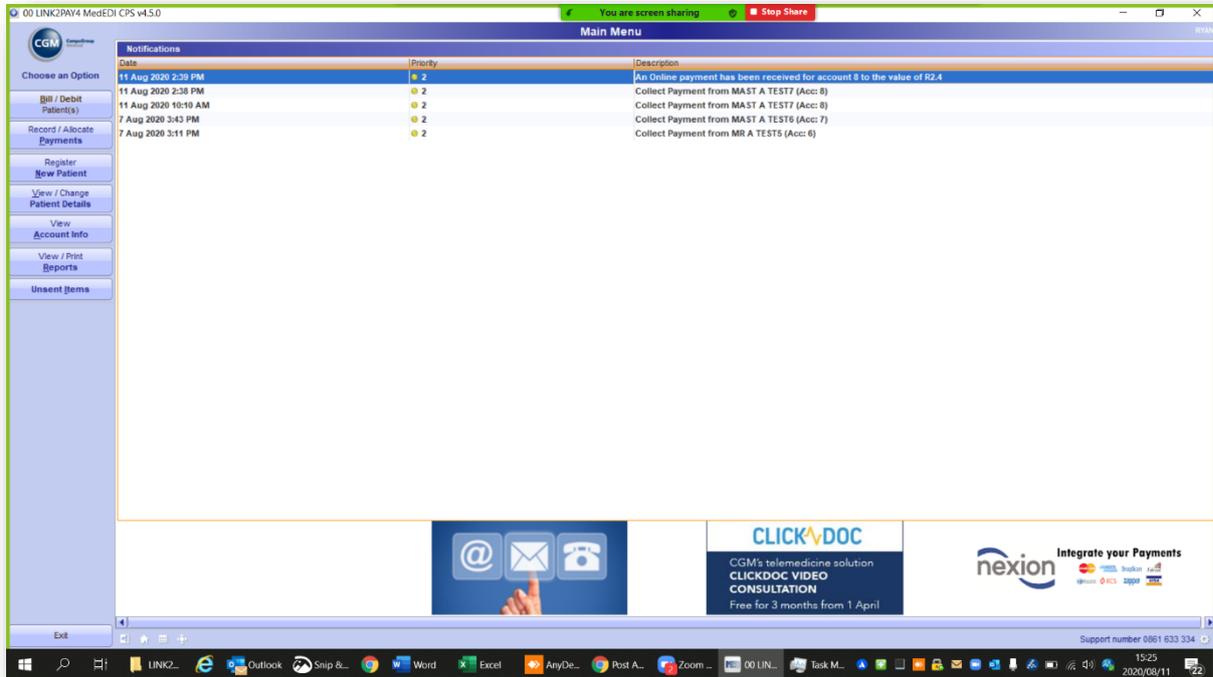
Double click on the payment notification to open the payment receipt screen.
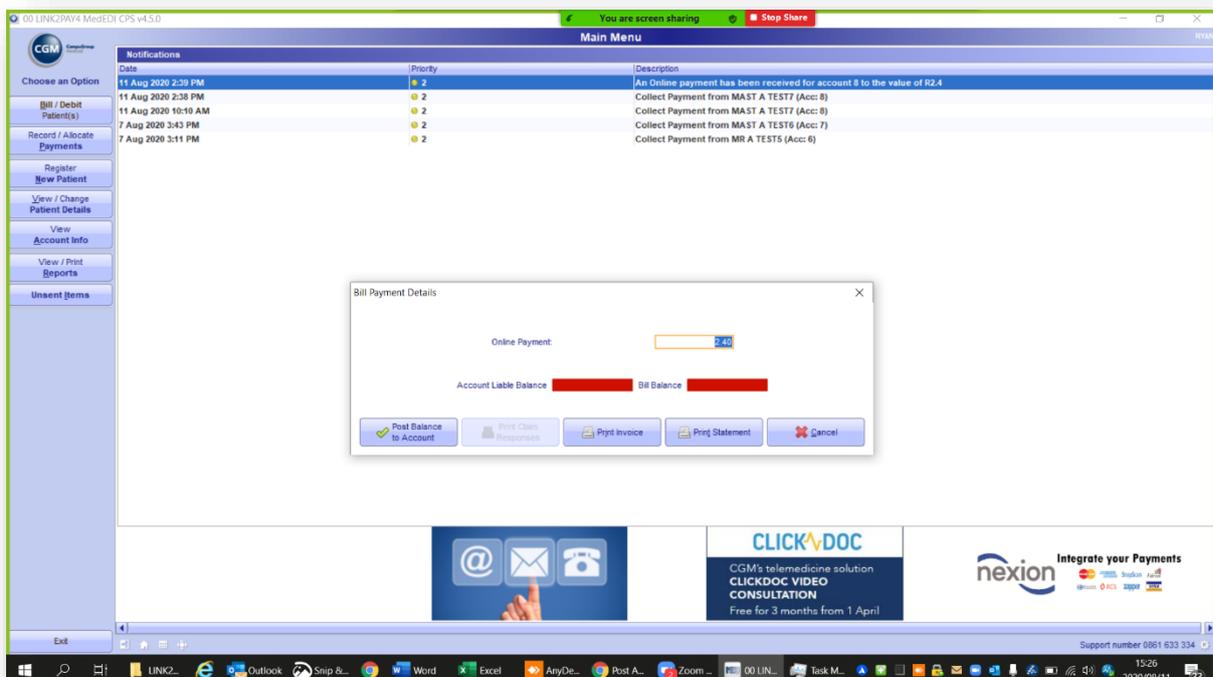
Confirm the amount and select "Post Balance to Account" and confirm the payment receipt by clicking Ok
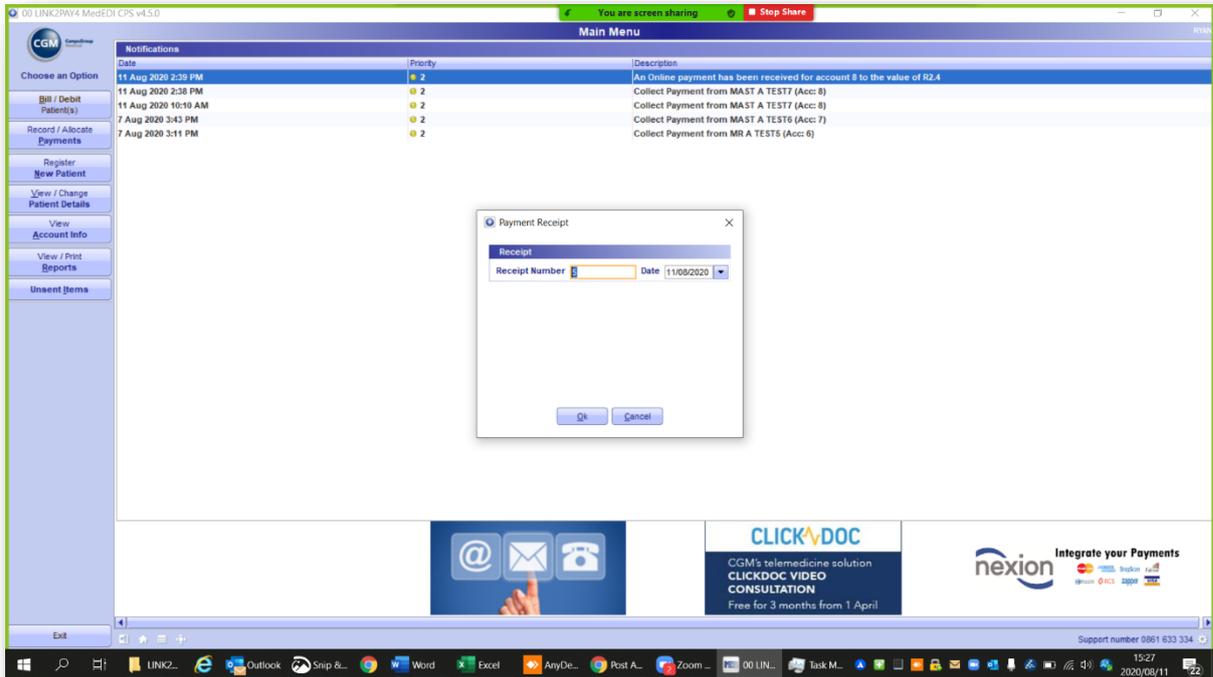
Allocate the payment to the outstanding amounts in the Allocate Credit screen and choose "Accept Changes".
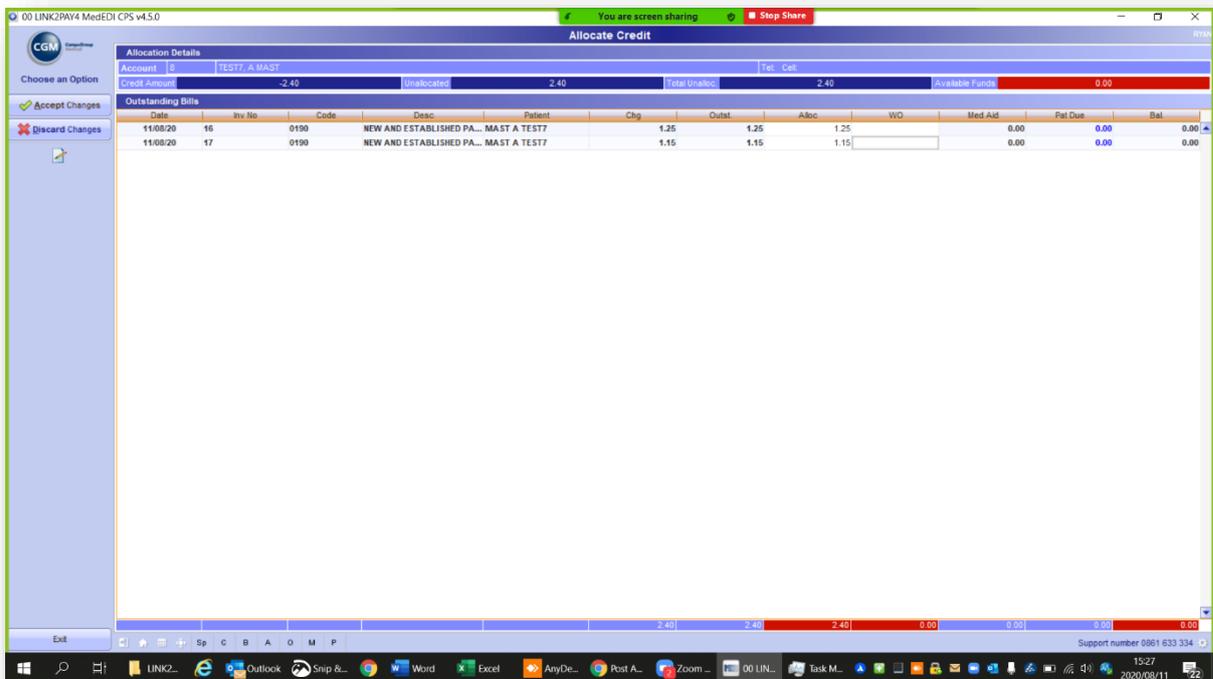
*The outstanding account amount is now settled.