

## Patient Experience: Patient Portal Payment (Stripe)

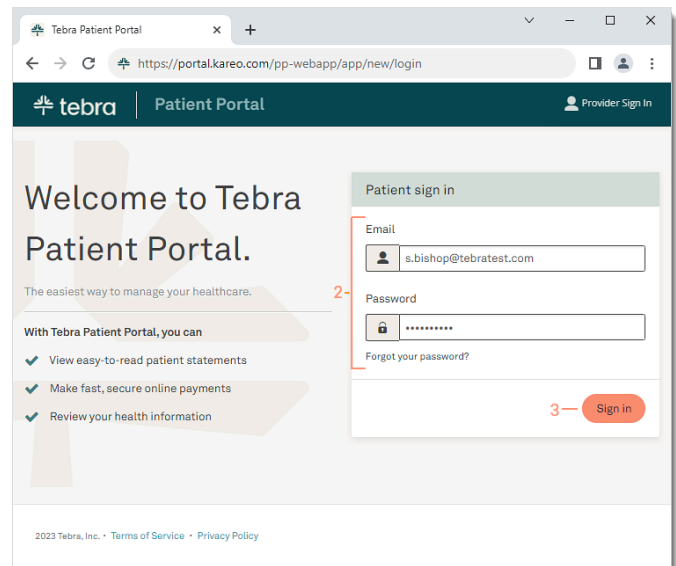
The *Patient Portal* is an easy way for patients to view their health record and make an online payment. For [Patient Collect \(Stripe\)](#) activated practices, their patients can make a payment using a new card, a saved card, or using ApplePay/GooglePay.

Review [Patient Experience: Patient Portal](#) to learn more about the patient's experience accessing and using the Patient Portal

### Access Patient Portal

After the account is activated, patients can log into the *Patient Portal* anytime through their mobile device or computer.

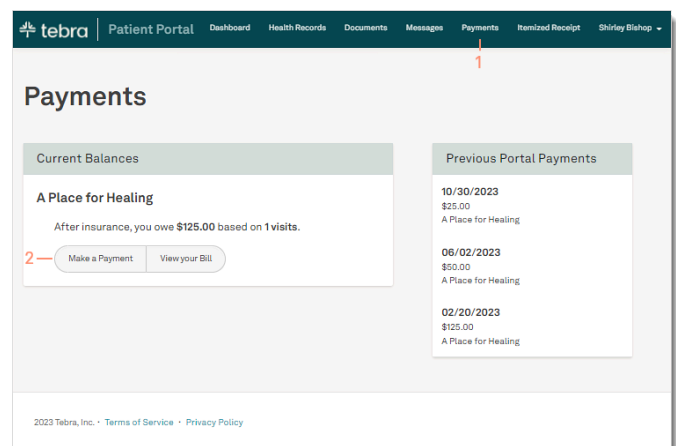
1. The patient opens [portal.kareo.com](https://portal.kareo.com) in a web browser. The *Patient Portal* page opens.
2. Patient enters their *Email* and *Password*.
3. Patient clicks **Sign in**. The *Dashboard* opens.



### Make Payment (Stripe)

Patients can make a payment online to pay their balance. This feature is available for patients when the practice has [Tebra Payments](#) or [Patient Collect \(Stripe\)](#) activated.

- For [Tebra Payments](#) activated practices, review the [Patient Experience: Patient Portal](#) for more details.
- For [Patient Collect \(Stripe\)](#) activated practices, review the following steps.
  1. The patient clicks **Payments**. The *Payments* page opens.
  2. The patient clicks **Make a Payment** to pay the



balance online. The *Make a Payment* page opens.

- To review details of the bill, patients can click [View Bill](#) before making a payment.

3. The patient clicks to select the payment amount to pay.

**Note:** The patient can click **I want to see my statement before I pay** to view their statement first.

- The patient selects "Pay full Amount" to pay the total amount owed.
- The patient selects "Pay other amount" to enter a different payment amount.

4. *Payment Method:*

- If the patient has Apple Pay, Google Pay, or Microsoft Pay set up, click the icon to process the payment.
- To use a [saved patient payment card](#), select "Use a saved credit card". If there are multiple cards on file, click the drop-down to select the desired card.
- To manually enter a new card, select "Use a new credit card". Then, populate the *Name on Card*, *Card Number*, *Expiration Date*, and three-digit CVV code.

5. Click **Submit Payment**. The *Payment Successful* page opens with a receipt and the option to print.

tebra | Patient Portal | Dashboard | Health Records | Documents | Messages | Payments | Itemized Receipt | Shirley Bishop

### A Place for Healing Bill - \$125.00

**Make a Payment**

**Choose payment amount**

☒ Pay full Amount (\$125.00)

☐ Pay other amount

[I want to see my statement before I pay ->](#)

**Choose payment method**

☒ Apple Pay

☒ Use a saved credit card

Discover ending in 5864

☐ Use a new credit card

[← Back](#) [Submit Payment](#)

Payments are made safely and securely.

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