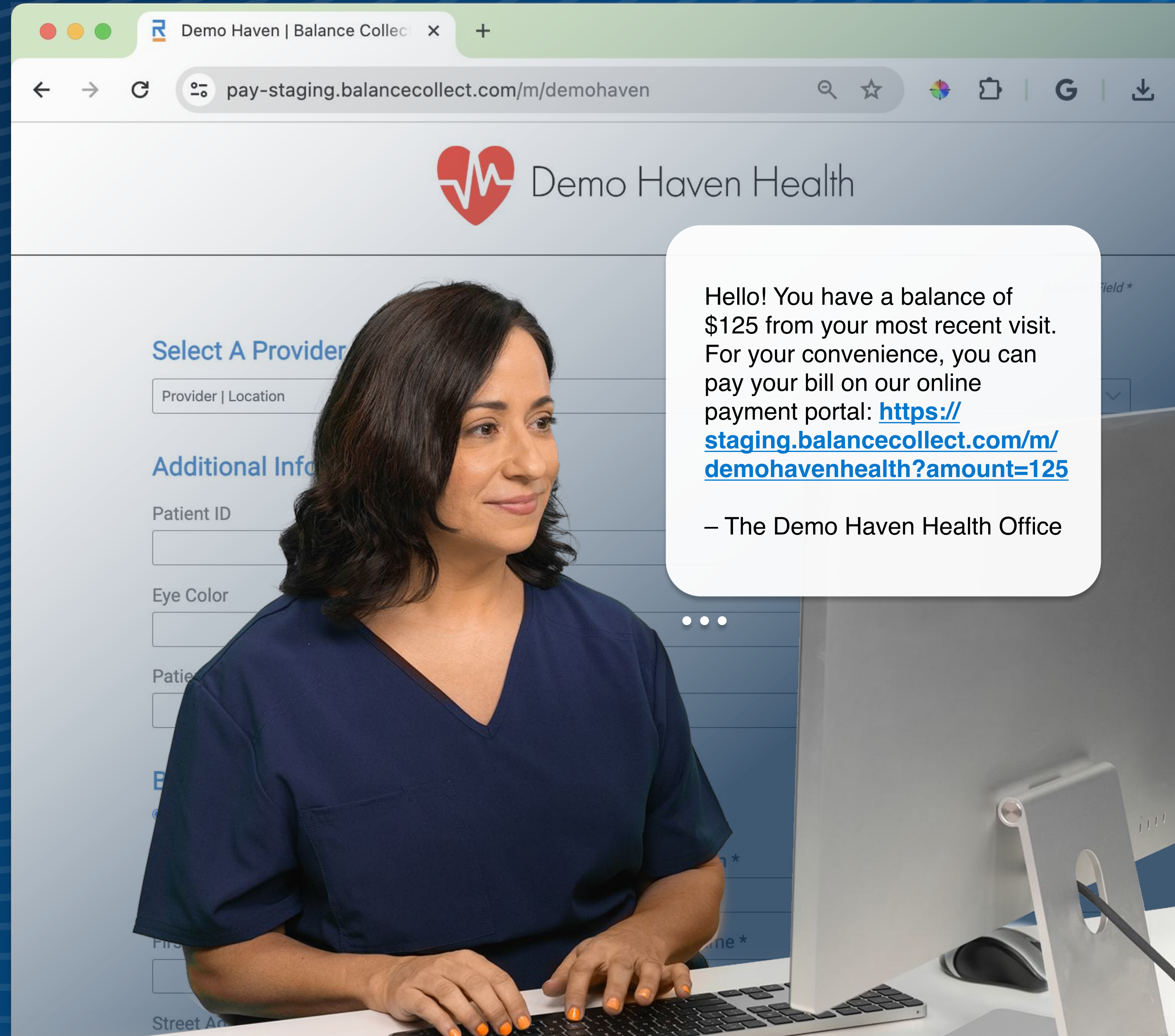


Practice Management Bridge®

ONLINE PAYMENTS WITH

Practice Management Bridge®

How to start—and continue—receiving online payments.



Welcome to Balance Collect in Practice Management Bridge!

Congratulations! You've taken the important step to accept online payments through the Balance Collect feature of Practice Management Bridge. You should have received an email from Implementation@RectangleHealth.com with your online payment link and a custom QR code that's connected to your payment site. If you didn't receive this communication or have misplaced your online payment link/custom QR code, please call our Customer Care team at [800-337-3630](tel:800-337-3630), option 3 to receive yours today.

Now that your payment site is up and running, you might be wondering what the next steps are.

This guide will help you:

- + Communicate your new payment option to your patients
- + Share your online payment link in 5 easy-to-find places
- + Use your online payment site for mobile payments

Most patients want to pay for their healthcare online, and yours are likely eager to begin.

Let's get started.

Practice Management **Bridge**®

Telling your patients about online payments

Before patients can begin making online payments, they need to know about their new payment option. Many patients embrace online payments right away, while some have follow-up questions. We recommend proactively communicating with your patients to introduce online payments and to provide answers to commonly asked questions.

Flyers at the front desk and/or checkout station or an email announcement are all effective ways to inform patients. The language can be simple—use the example intro below to get started and include either all or some of the FAQs on the next page.

[Practice Name] now accepts online payments!
Pay your balance securely online:

[Your online payment link (and QR code if
the announcement will be printed)]



There is no username or password required to make a payment.

Balance Collect online payments are powered by Practice Management Bridge®.
For more information on Practice Management Bridge technology and security,
visit www.rectanglehealth.com.

Answers to patients' frequently asked questions

Are online payments secure?

Yes, we take the security and protection of your personal and financial information seriously. The online payment portal meets all data security standards and offers a fully HIPAA-compliant payment processing experience.

How do I receive a copy of my receipt?

Enter your email address in the Billing Information section to receive an electronic copy of your receipt. You can also click Print on the Transaction Receipt screen.

Does the balance on my account automatically update after I make a payment?

Payments take up to 24 hours to reflect on your account.

What forms of payment are accepted?

Visa, Mastercard, American Express, and Discover, including HSA and FSA debit cards.

5 ways to share your payment link

Add a payment button
to your website.

01

Add your Balance
Collect URL to emails

04

Add your online payment
URL and QR code to
billing statements

02

Add your payment URL
to text messages

05

Post QR code flyers
around your office

03

01 Add a payment button to your website

Practice websites are often the first places that patients look to see if they can pay online. Add an online payment button in an obvious location, such as in the header area, with a descriptive name.

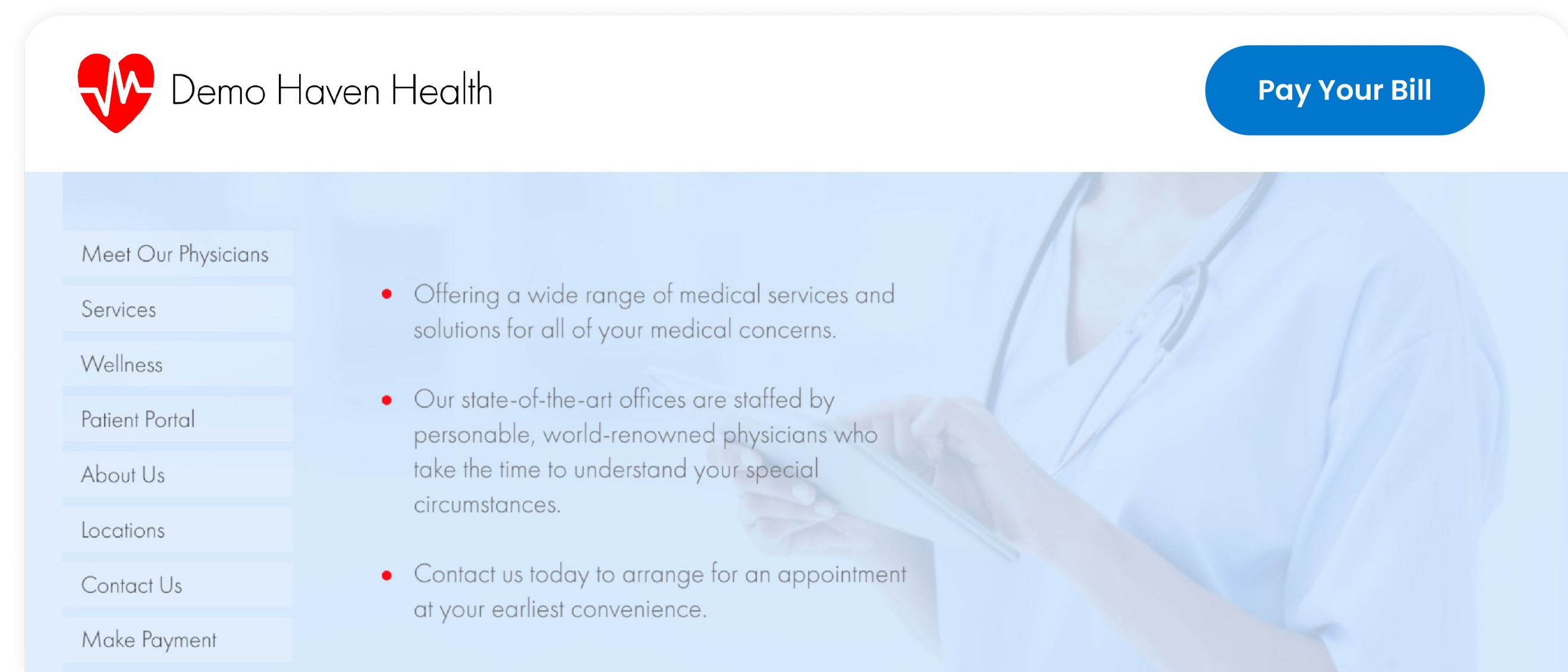
Example button names:

- + Pay Bill
- + Pay Your Bill
- + Pay Online
- + Make a Payment

Your IT team should be able to paste the payment URL behind a button to add it to your site.

Contact Customer Care if you need assistance:

Care@RectangleHealth.com | 800-337-3630, Option 3




02

Add your online payment URL and QR code to billing statements

On printed statements, show your patients where they can pay online.

When opening statements, patients are likely to first check to see what they owe, and then look for where they can pay in the most convenient way.

Include both your payment URL and your QR code so that patients can open your payment site using either method.

 Demo Haven Health

Your Information

Statement Date: October 4

Patient Name: Rectangle, Jane L.

Account #: 1234

Payment Due Date: November 4

Your Account Summary

Prior Statement Date: October 4

Current Balance: \$129.50

Amount Due Now: \$129.50


Your Next Appointment is scheduled for:
November 15 at 8:00 AM

Your Payment Options

Online: your URL

By Phone: your phone number

Easy access to pay online:
scan QR code to make your payment



03

Post QR code flyers around your office

By simply scanning your QR code with their smartphone's camera, patients can go straight to your online payment site.

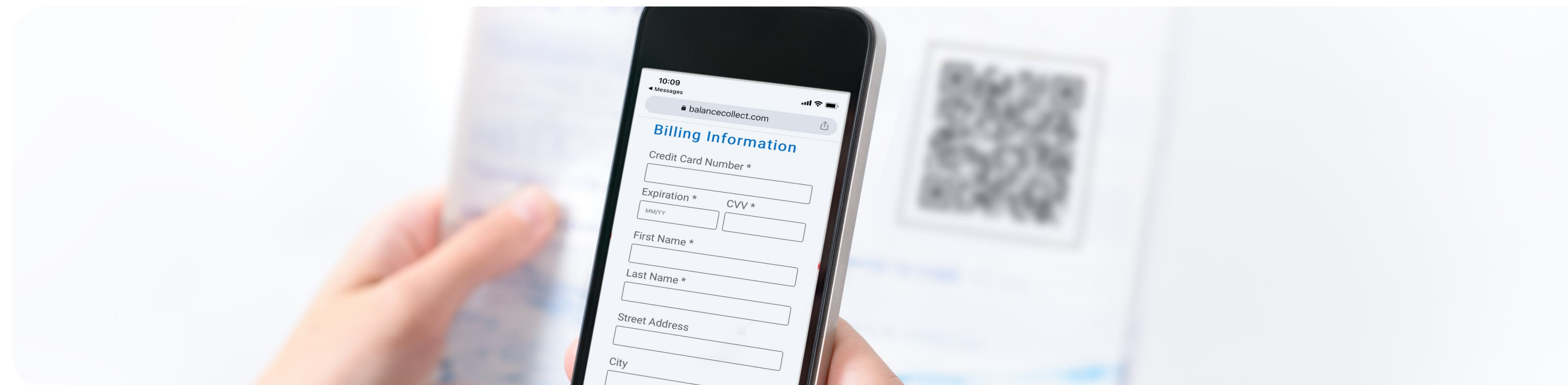
Use the QR code that was sent to you by the Implementation team in prominent displays around your office to increase awareness of your online payment offering and to encourage patients to make payments before they leave.

See how it works:

1. Open your smartphone's camera
2. Point the camera over this sample QR code
3. Click Open on the pop-up message



You're taken to an example webpage for fast, secure payments.



04

Add your Balance Collect URL to emails

If you send e-statements, include your payment link in the body of your email.

For other types of email communications, you can add your URL to email signatures to inform patients of your new payment method, like the example below:

Jane Rectangle

Office Manager, Demo Haven Health



Demo Haven Health

Now accepting online payments!

<https://pay.balancecollect.com/m/demohaven>

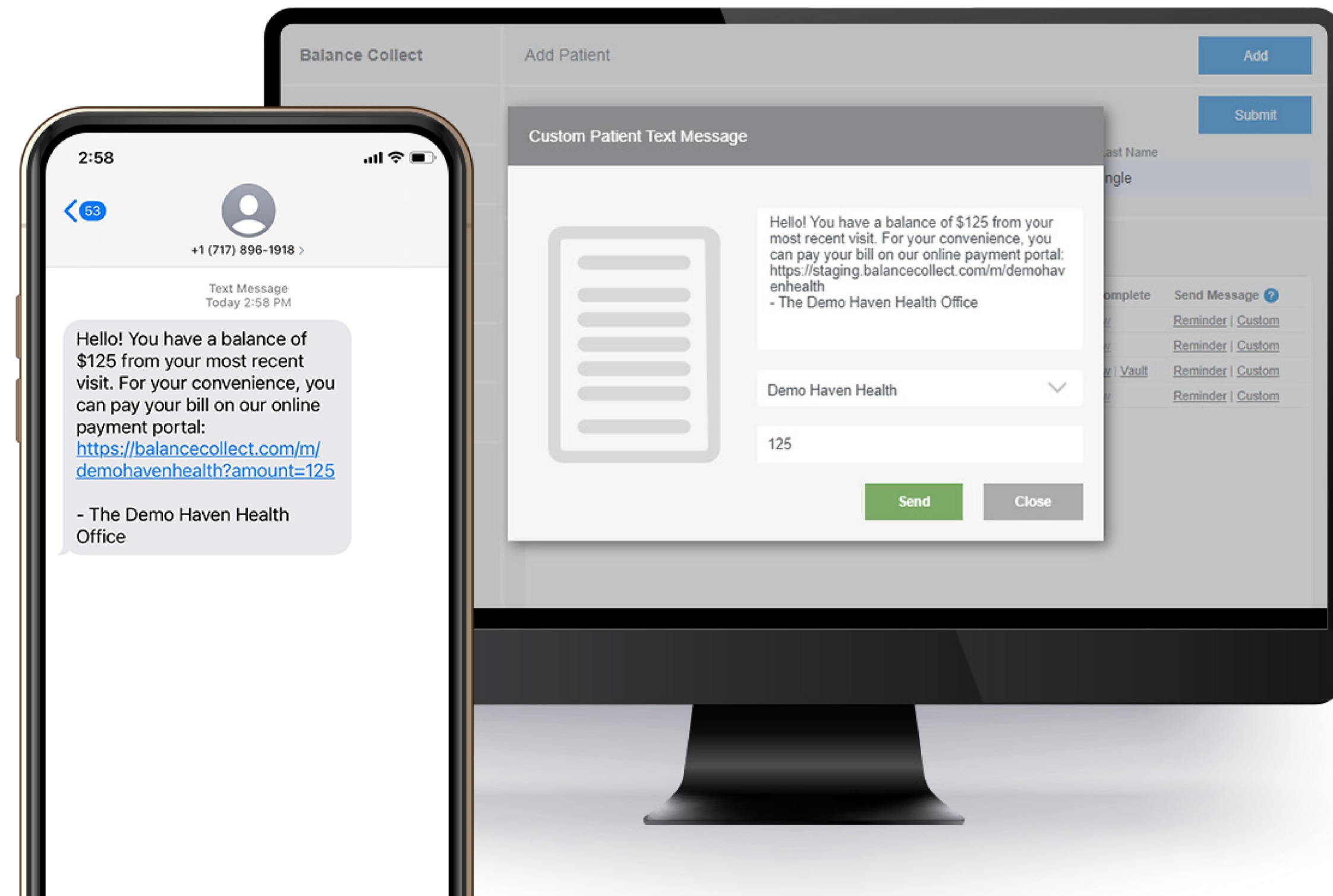
05

Add your payment URL to text messages

If you use text messaging to communicate with your patients, insert your payment link in messages to reach patients with a convenient payment method.

Your online payment site is mobile-friendly for seamless payments start to finish right through your patients' phones.

In Practice Management Bridge, you can insert your payment link by sending text-to-pay messages through the Patient Express feature, as shown in these screenshots.

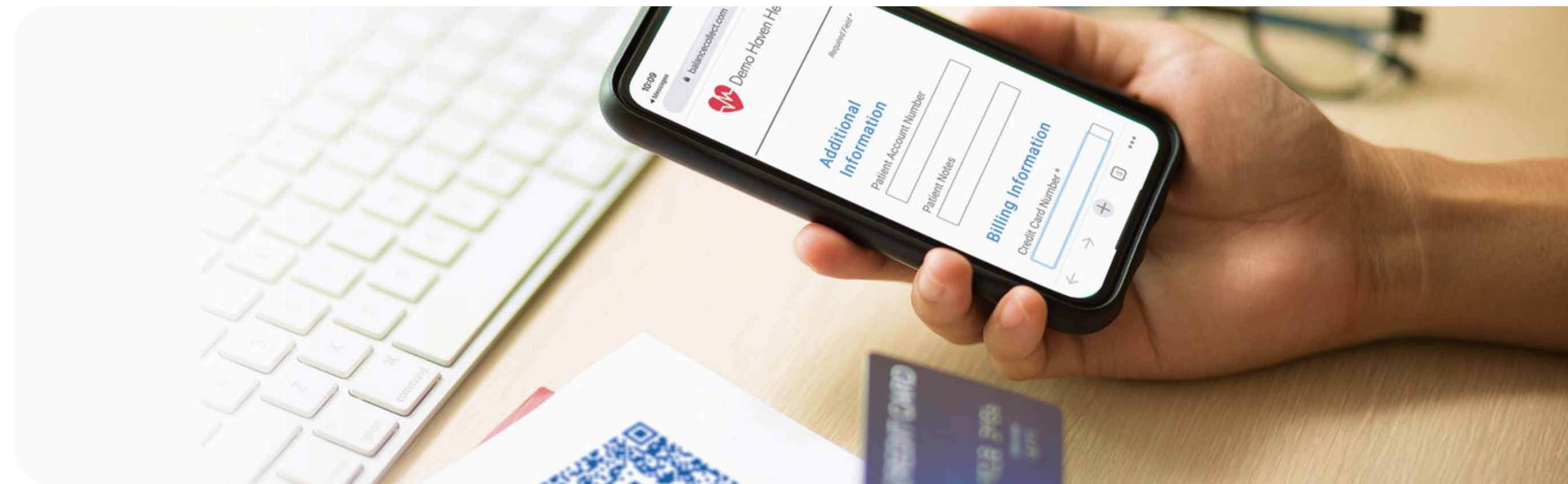


Mobile payments outside of the office

Your online payment site can help you collect payments from wherever you are, whether curbside, in-home, or on the farm, and there is no extra equipment required.

Your payment link makes these options possible:

- + Open your online payment page on a device and let clients enter and submit their own payment information.
- + Display your QR code where clients can scan it with their smartphone. For example, hold a laminated QR code or display it digitally on your cellphone or tablet.
- + Text or email your payment link and the balance due to have the client pay online.



Practice Management **Bridge**[®]

Equipped with Balance Collect in Practice Management Bridge and the strategies described in this e-book, your practice has everything it needs for online payment success.

Our Customer Care team is here to help you maximize your online payment site.

Reach out for assistance:

Care@RectangleHealth.com | 800.337.3630, Option 3

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