

# Balance Collect

**Start receiving online payments today.**

Balance Collect, included with your Bridge™ Payments account, makes it easy for patients to pay outstanding balances anytime, anywhere.

## Here's how to get started

### 1. Locate your customized Balance Collect link.

- Sent during onboarding from **implementation@rectanglehealth.com**
- Call our Care Team at **800-337-3630 (option 3)** if you can't locate yours

### 2. Display your Balance Collect link and/or QR code:

- In a prominent location on your website
  - Your IT team is responsible for this action
- In your billing statements
- On flyers around your office
- Next to your payment terminal
- On your social media accounts
- In staff email signatures
- Within Text-to-Pay messages

### 3. Promote this new, convenient option to patients.

- Encourage front desk staff to inform patients during check-in/out
- Send an email announcing the exciting news

Card Information

Cardholder Information

Hello from happy Smiles Dentistry.  
You have a balance due of \$56.90.  
Questions about your account?  
800-437-8585. To securely make  
your on-time payment now,  
please click here  
<https://balancecollect.net/3Xobj9D>



## FAQ

### Are online payments secure?

Yes, our portal meets all security standards and is fully HIPAA-compliant.

### How do patients get a receipt?

They can email a receipt or print one after payment.

### When does a payment update in the account?

It reflects within 24 hours.

### What payment methods are accepted?

Visa, Mastercard, Amex, Discover, HSA/FSA cards, Apple Pay®, Google Pay™, and Samsung Pay.

### How do payments appear in my system?

Go to **Reports > Transaction Reports**, filter by **Source**, and post payments to the ledger as instructed.