# PAYMENT LINKS

## Collect patient payments faster

**GoodX Software** developed an easy-to-use feature that enables healthcare providers to send payment requests to patients via a Payment Link. The patient receives a Payment Link via email or SMS that directs them to a secure online payment gateway where they can make a payment.

## FIRST THINGS FIRST: ACTIVATE THE PAYMENT LINKS FEATURE

These steps are what the healthcare provider and GoodX must take to enable the Payment Links feature:

1. **INSTRUCTION** — The Practice notifies their dedicated FCL of their intention to start using Payment Links
2. **CONTRACT** — The FCL sends the prepared contract to the practitioner for review
3. **AGREEMENT** — The practitioner consents to the administrative costs for each processed payment link and signs the contract
4. **ACTIVATION** — GoodX performs the setup and configuration to activate the Payment Links feature

## USING THE PAYMENT LINKS FEATURE

The practice and the patient must take the following steps:

1. **CONSULTATION** — After the consultation, the patient is billed
2. **BILLING** — The practice sends the payment link to the patient
3. **PAYMENT REQUEST** — The patient receives a payment request via SMS or email through the myGC Patient Portal
4. **SECURITY CHECK** — On the next, screen the patient is required to verify their identity
5. **ACCURACY** — The patient must check that the practitioner's name and the billed amount are accurate
6. **CREDIT CARD** — The patient is requested to enter their credit card information to proceed
7. **PAYMENT** — The patient taps the *Pay Now* button, which launches the secure online payment gateway*
8. **PROCESSED** — An ERA notifies the practice that the payment was processed

**Currently linked to FNB only but in negotiation with other service providers*