



HotDoc Payments

SETUP CHECKLIST

If viewing this digitally, you can click the underlined text to open a related page in our Support Centre or HotDoc Academy

SET UP YOUR PAYMENT PROVIDER

- Create your practice's **Stripe or Pin account** by following [prompts on Payments Setup page](#)
- For Pin accounts, once you receive your **API key**, add this on Payments Setup where prompted

PASS ON THE PROCESSING FEE?

- If you want to pass the fee on to patients, [enable 'Patient pays processing fee' setting](#) on Payments Setup

EXEMPT BULK BILLING PATIENTS?

- If you don't want bulk billing eligible patients to be asked to add a payment method, [enable the 'Exempt payment for bulk billed patients' setting](#) on Payments Setup page

SET UP AUTOMATIC REQUESTS FOR YOUR APPOINTMENT TYPES

- On Payments Setup page, select the **Appointment Setup tab**, then click the Setup button next to the Online Booked Appointment type you'd like to [enable for Payments](#)
After enabling payments on the online appointment type, you'll be prompted to enable payments for the linked appointment type in your practice software, which we highly recommend
- Repeat** the above step for each appointment type you'd like to enable Payments for

LET PATIENTS KNOW TO EXPECT A REQUEST FROM HOTDOC

- Let patients know** they can [expect a message from HotDoc](#) requesting them to provide a payment method at time of booking
- Use our [digital and printable resources](#) to educate patients about HotDoc Payments in your waiting room, on your website and on social media

SET YOUR TEAM UP FOR SUCCESS WITH THESE TIPS

- Train your team** on how to use Payments and any policies or processes unique to your practice
On demand training is available in [HotDoc Academy](#)
- Encourage your team to **let patients know** to expect a request from HotDoc asking to provide a payment method
- Remind your team to [collect payments](#) in the HotDoc Dashboard after appointments

NEED MORE INFORMATION?

Check out HotDoc Academy and our Support Centre to learn more about HotDoc Payments
academy.hotdoc.com.au
support.hotdoc.com.au