How to request a credit card

Version: 1.00 | Last Modified on 19/12/2025 9:46 am AEDT

Request credit card information from a patient when booking an appointment. This workflow requires the Payment Gateway integration and enables the ePayment billing option.

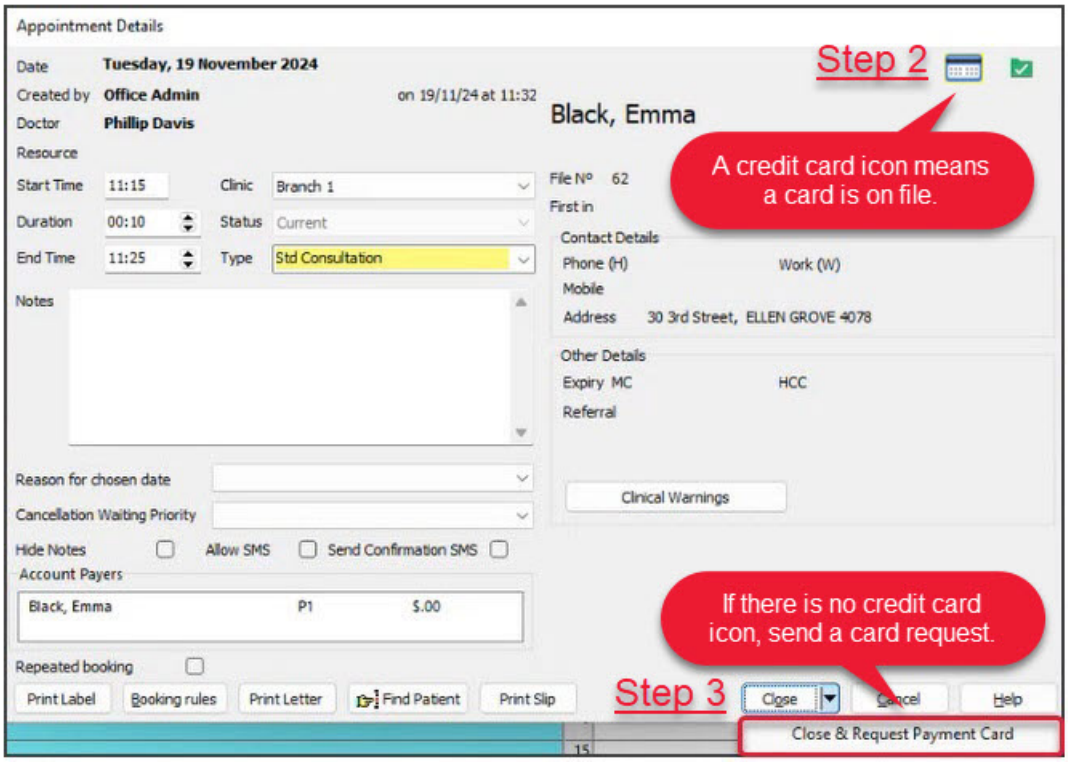
> **Note:** Credit cards are recorded in Zedmed using a secure token that only contains a card's type, last 4 digits and expiry date. The credit card can be used for payment until it expires.

How to request credit card information

Step 1 - Book an appointment for a patient.

Step 2 - In the **Appointment Details** screen, check if there is a credit card icon.
If there is no icon, there is no valid credit card on file so proceed to step 3.

Step 3 - Select the arrow beside **Close** and select **Close & Request Payment Card.**
The appointment will be created, and the patient will receive an SMS asking them to enter credit card information.



For onboarding and setup, see the PG admin guides.