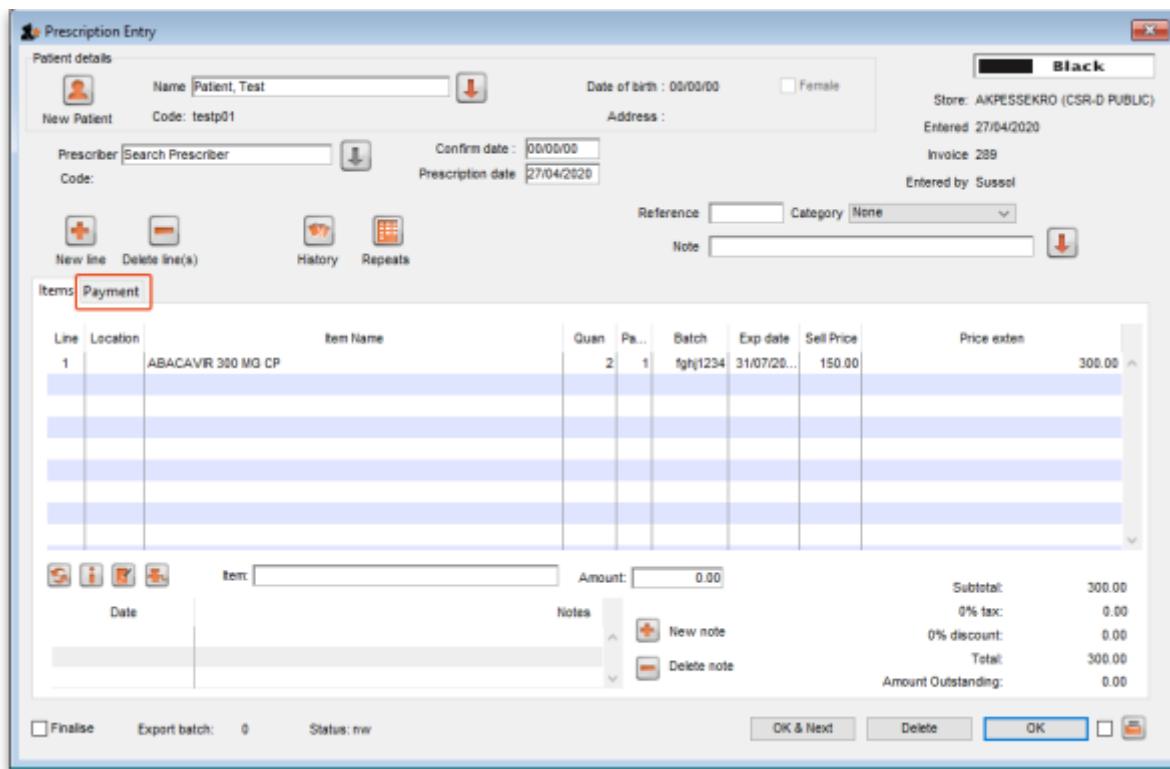


11.03. Prescription payments and credits

Prescription payment preferences

To receive payments for prescriptions in a dispensary, go to **Dispensary Mode Preferences** and check the **Receive payments from prescription window** box.

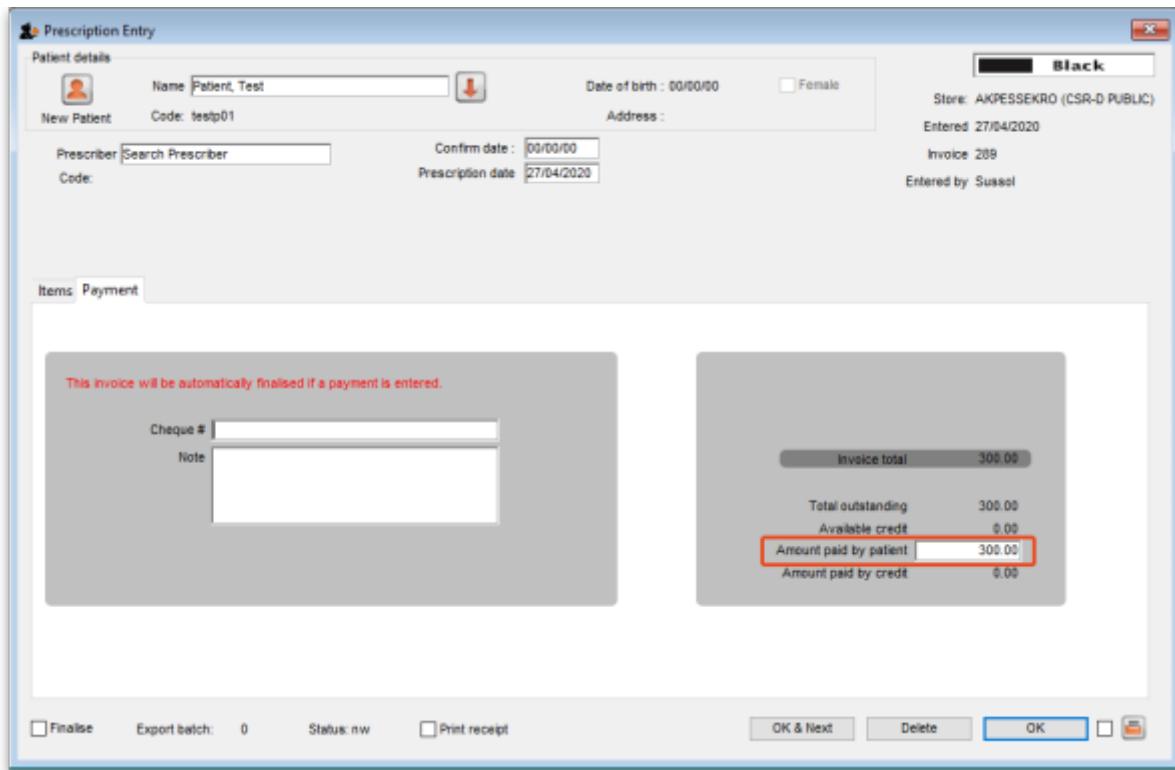
Once activated, a **Payment** tab will appear in the *Prescription Entry* window:



Entering the payment

To enter a payment from the Prescription Entry window:

1. Click on the **Payment** tab.
2. Enter the amount to be paid for this invoice today in the **Amount paid by patient** field, then press the *Tab* key on the keyboard:



This invoice will be automatically finalised if a payment is entered.

Items Payment

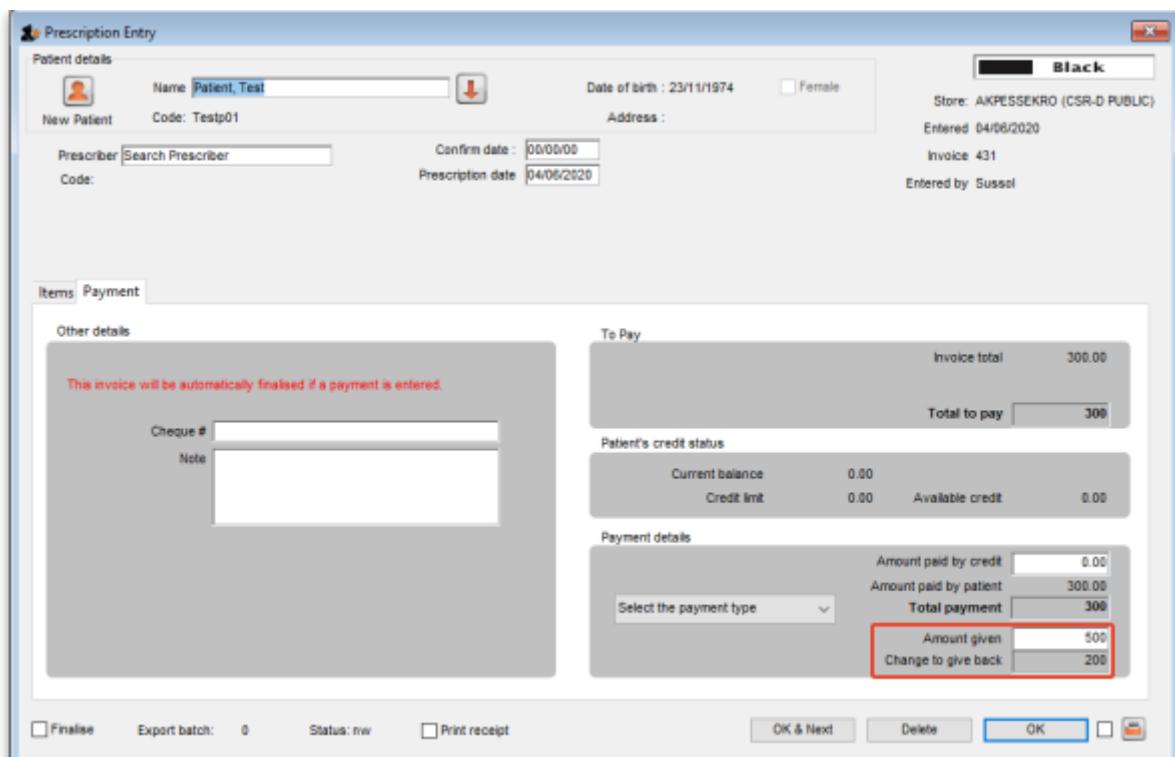
Invoice total 300.00

Total outstanding 300.00
Available credit 0.00
Amount paid by patient 300.00
Amount paid by credit 0.00

Finalise Export batch: 0 Status: nw Print receipt OK & Next Delete OK

In this example, the invoice is \$300 and the patient will pay the full cost today in cash.

3. A confirmation window will open:



This invoice will be automatically finalised if a payment is entered.

Other details

To Pay

Invoice total 300.00

Total to pay 300

Patient's credit status

Current balance 0.00 Credit limit 0.00 Available credit 0.00

Payment details

Select the payment type

Amount paid by credit 0.00
Amount paid by patient 300.00
Total payment 300
Amount given 500
Change to give back 200

Finalise Export batch: 0 Status: nw Print receipt OK & Next Delete OK

Enter the actual amount given by the patient in the **Cash given** field and press the *Tab* key on the keyboard. mSupply will calculate the change that must be given back to the patient and show it in the **Change required** field.

In this example, the invoice is \$300 and the patient is paying with a \$500 note. mSupply calculates the change to be returned is \$200.

If you have setup other payment types in the preferences (see [16.10. Options \(standard reasons\)](#)) then you can select the type of payment being made in the **Payment type** drop down list.

Please note: You cannot overpay a prescription. If you edit the **Amount paid by patient** field to be more than the invoice total you will be shown a message and the **Amount paid by patient** will be reduced back down to the invoice total.

4. Click **OK** to **finalise** the prescription and payment and close the window (if a payment is entered the prescription will be automatically finalised, you have no choice). If the **Print receipt** checkbox is checked then a payment receipt will print at this point.

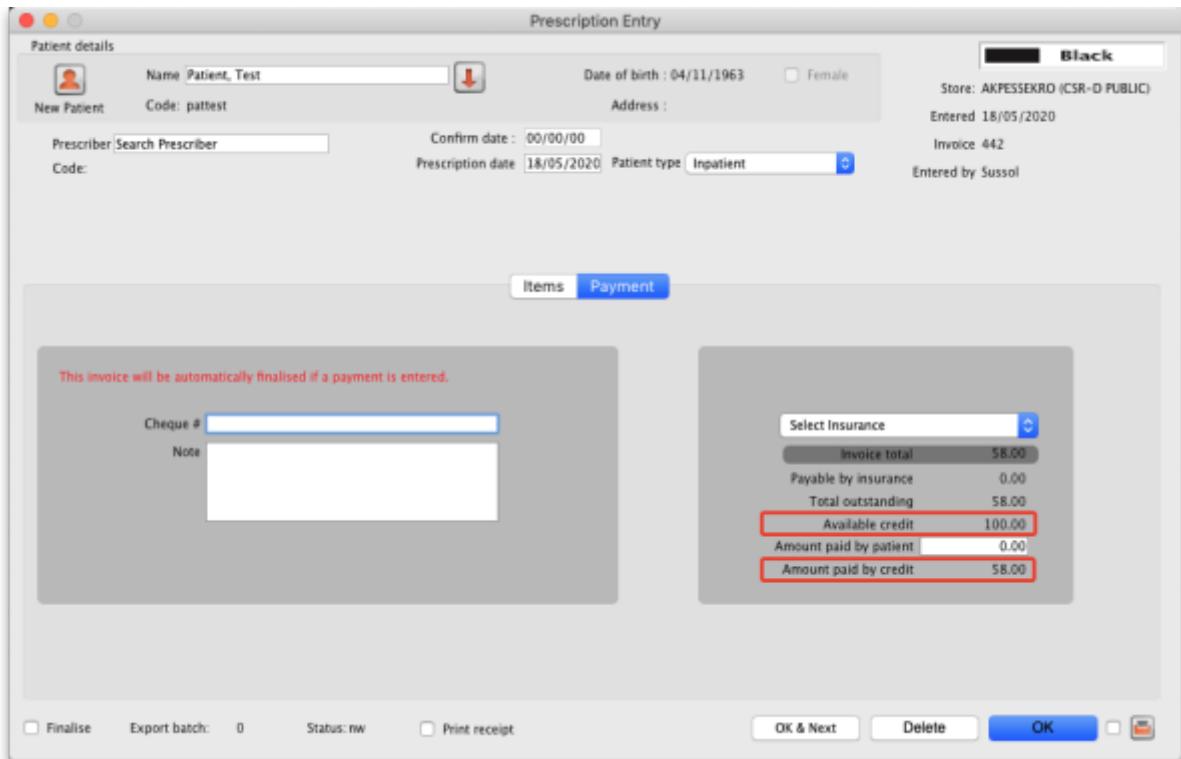


Once you click OK, the prescription and payment are finalised and can no longer be edited. Check carefully before pressing OK!

Paying with credit

Patients can be given a credit limit (see [10.03. Patients](#)) and can use some or all of that credit at any time to pay off some or all of a prescription. Patient credits (see below) will add to the amount of credit a patient can use. Credit will also be added to a patient when they return goods using a patient credit (see below).

The process of using credit in a payment is exactly the same as the payment process described above. The only difference is that, if the patient has some credit available, mSupply will automatically use as much as it can to pay for the patient's prescription. You can see the amount of credit the patient has available (made up of their credit limit and patient credits applied to them) in the **Available credit** field and the amount of credit used to pay for the prescription in the **Amount paid by credit** field:



In this example, the patient has 100 credit available (made up of their credit limit only, which is 100) and all 58 of their prescription charge has been paid with the credit.

If you or the patient does not wish to use their credit, or wishes to reduce the amount of their credit used to pay the prescription, simply change the amount actually paid by the patient in the **Amount paid by patient** field and press the *Tab* key on the keyboard so that mSupply re-calculates the amount paid by credit. Here is a screenshot if the patient in the example above decides to pay 10 towards their prescription and only use 48 of their credit:

Prescription Entry

Patient details

Name: Patient, Test Date of birth: 23/11/1974 Female

New Patient Code: Testp01 Address:

Prescriber: Confirm date: 04/06/2020 Prescription date: 04/06/2020

Store: AKPESSEKRO (CSR-D PUBLIC) Entered: 04/06/2020 Invoice: 431 Entered by: Sussel

Items Payment

Other details

This invoice will be automatically finalised if a payment is entered.

Cheque #: Note:

To Pay

Invoice total 300.00

Total to pay 300

Patient's credit status

Current balance 100.00 Credit limit 100.00 Available credit 100.00

Payment details

Select the payment type

Amount paid by credit 100.00
Amount paid by patient 200.00
Total payment 200
Amount given 0
Change to give back

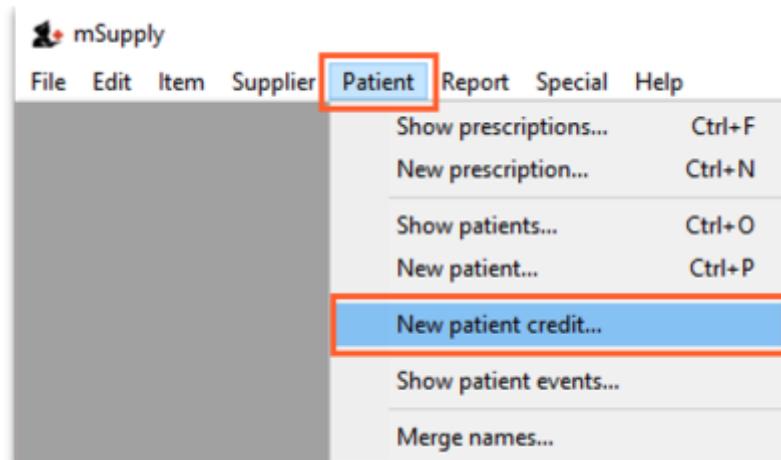
Finalise Export batch: 0 Status: on Print receipt

OK & Next Delete OK

Patient credits

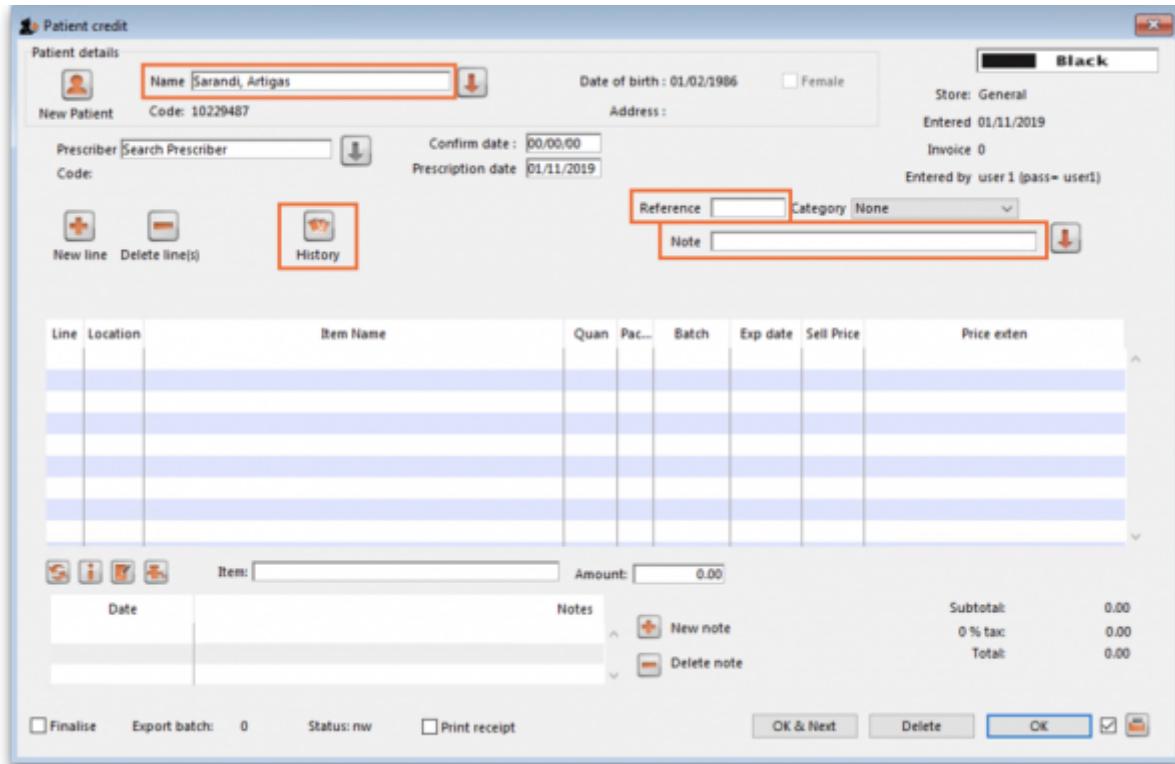
You can allocate funds in a patient's favour by giving them a **Patient Credit**. You might need to do this if, for example, a patient returns faulty medicines they already paid for. Patient credits will be *subtracted* from future invoices until all credits are used.

1. In the menus, choose **Patient > New patient credit...**:



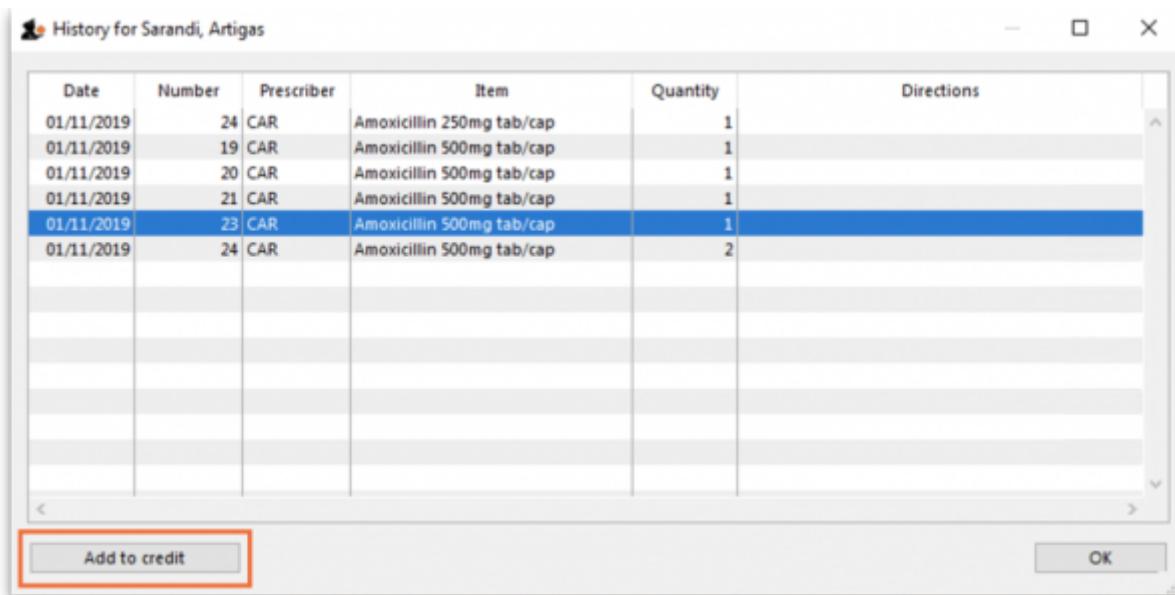
2. Enter the patient in the **Name** field just as you would for a prescription. You can also enter other details such as a **Reference** (e.g. the prescription number this patient credit is related to) and a **Note** explaining why a patient credit is being issued.

3. Click the **History** button to view the items previously dispensed to this patient:



The screenshot shows the 'Patient credit' window. At the top, there are fields for 'Name' (Sarandi, Artigas), 'Date of birth', 'Gender' (Female), and 'Address'. To the right, there are fields for 'Store', 'Entered', 'Invoice', and 'Entered by user 1'. Below these are buttons for 'New line', 'Delete line(s)', and 'History' (which is highlighted with a red box). A large table area is below, with a row for 'Item Name' and columns for 'Quan', 'Batch', 'Exp date', 'Sell Price', and 'Price exten'. At the bottom, there are buttons for 'Finalise', 'Export batch', 'Status: nw', 'Print receipt', and 'OK' (which is highlighted with a red box).

4. Select the item(s) to be returned from the patient's dispensing history, then click **Add to credit**.
Multiple items may be added at once:



The screenshot shows the 'History for Sarandi, Artigas' window. It displays a table of prescription history with columns for 'Date', 'Number', 'Prescriber', 'Item', 'Quantity', and 'Directions'. Several prescriptions are listed, with the one from 01/11/2019, Number 23, Prescriber CAR, for Amoxicillin 500mg tab/cap, Quantity 1, highlighted with a blue selection bar. At the bottom, there is a 'Add to credit' button (highlighted with a red box) and an 'OK' button.

5. Review the patient credit. Note that the price appears as a *negative* value in the patient credit window since it is a credit to the patient, not a charge.

You can also add items *not* linked to a patient's history by clicking the **New line** button and entering item details just like you would for a prescription.



If you *only* want to allow users to issue patient credits for items linked to a patient's history, turn on the **Limit patient credits to previously prescribed items** preference in the *Invoices 2* tab of **File > Preferences** (see [Invoices 2 Preferences](#)). This will disable the **New line** button, and all items must be selected from the **History** button.

6. Once you are sure the patient credit is correct, check the **Finalise** box and click **OK**.



Remember you have also just returned items to your mSupply inventory! If you are going to destroy returned items, you now need to remove them from your mSupply inventory in a separate transaction (either a [Reduce stock Inventory Adjustment](#) or a [Stocktake](#)).

When the patient pays for their next prescription, their credit will be *automatically* applied in the Payment window.

In this example, the patient's current prescription is \$300 but they had a \$100 credit which is automatically applied to the invoice. Now, they only need to pay \$200.

Prescription Entry

Patient details

<input alt="Patient icon" type="image"/>	Name: Sarandi, Artigas	<input type="button" value="Print"/>	
New Patient	Code: 10229487	Date of birth: 01/02/1986	<input type="checkbox"/> Female
Prescriber: Carretas, Julieta	Confirm date: 00/00/00	Address:	
Code: CAR	Prescription date: 01/11/2019	Store: General	
		Entered: 01/11/2019	
		Invoice: 23	
		Entered by: user 1 (pass= user1)	

Items: Payment

This invoice will be automatically finalised if a payment is entered.

Their ref:
Note:

Invoice total: 300.00

Total outstanding	300.00
Available credit	100.00
Amount paid by	200.00
Amount paid by credit	100.00

Finalise Export batch: 0 Status: nw Print receipt

Previous: [11.02. Receiving payment from customers](#) | | Next: [11.04. Cash register](#)

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