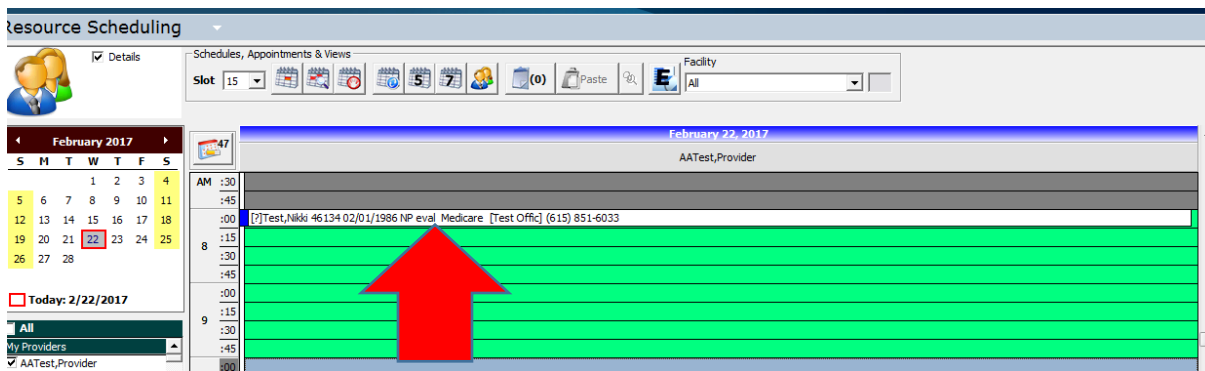# eClinicalWorks Training: Logging Patient Payments & Running the Daily Payment Report

In the ADI eClinicalWorks database each patient payment that is received by the practice is logged into the appointment window, and at the end of the day staff generate the Day Sheet to verify and account for each payment. This payment log along with the daily payments are sent via courier to PhyData for posting in Imagine.
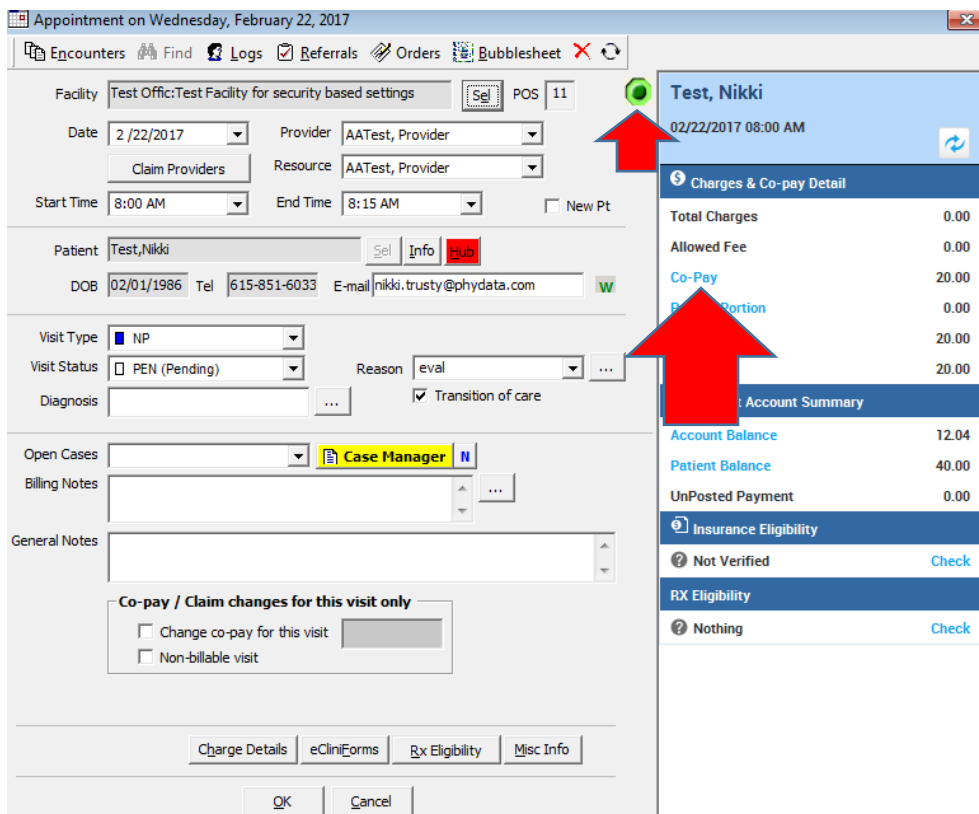
Logging Payments:

As your patient arrives for their appointment, the front desk employee will double click the appointment from the Resource Schedule to begin the check-in process.
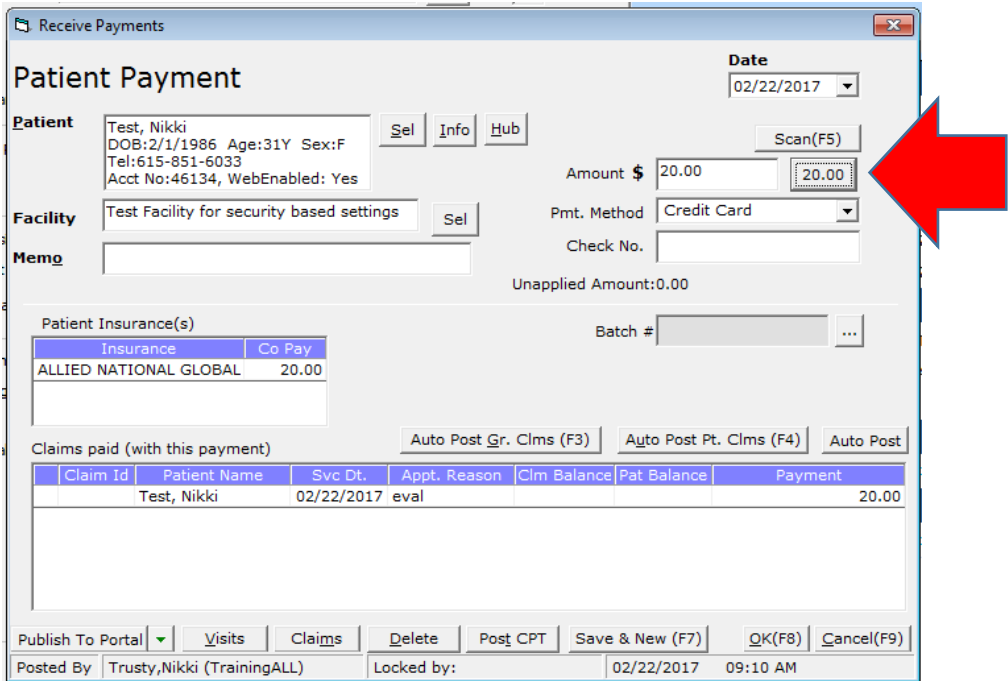

The Appointment window will then appear. When collecting the patient's copay for the visit, the front desk employee will click the "Copay" button in the right side car.

Note: If your view of the patient appointment does not include this right side car view, click the red circle at the top right of the appointment window. This will show the right side car and turn the red circle green.
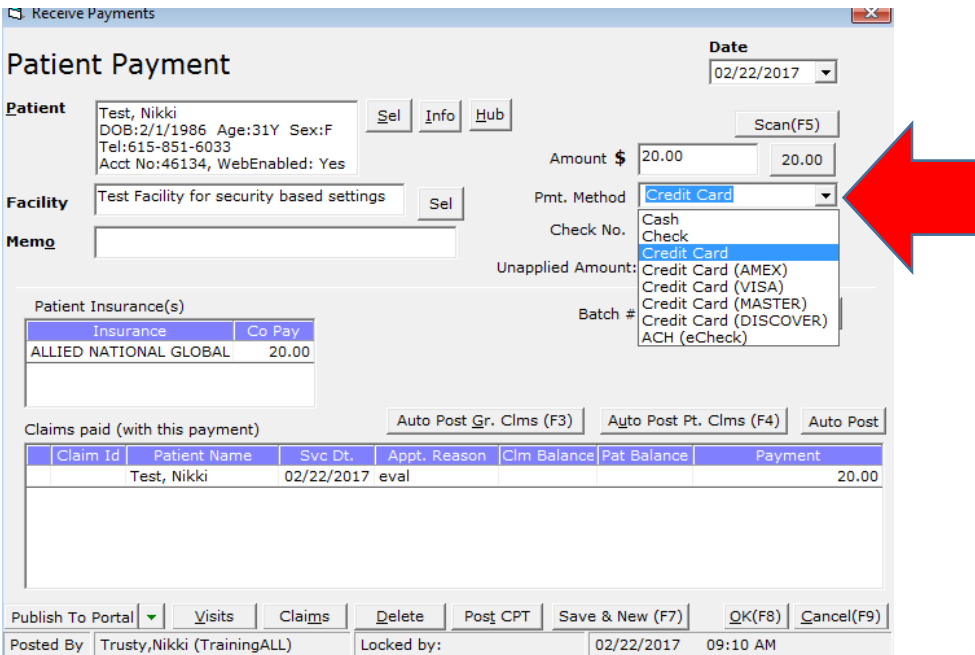
In the Patient Payment window that appears, enter the payment amount in the "Amount" field.

Note: In this example the patient's insurance and copayment amount have already been added in the Insurance Information window. Therefore the user is prompted with the "20.00" button to easily reference and select the amount due from the patient.

Choose the appropriate Payment Method from the drop-down list.

Use the "Check No." field to add any appropriate notes for your office and the billing team. Notes regarding each payment are crucial for proper communication between the practice and the billing team at PhyData. Common notes include:

Note/Abbreviation	Description	Additional Details
CP	Copay	Practices who bill for multiple services on the same DOS will specify which service to apply each copay to, such as office visits, physical therapy, ultrasounds, etc.
POA	Payment on Account	Typically also noted with date of service
SP	Self Pay	
PIF	Paid In Full	
CHK#	Check #	
CC	Credit Card	Typically also noted with cardholder name
MEDRE	Payment for Medical Records	
FMLA	Payment for FMLA Forms	
FRMFE	Payment for Form Fee	
COLL	Collections Payment	See our Turnover instructions for proper collections processing
PrePay	Prepayment for procedure or surgery	Documented with PIF and DOS if applicable
Product	Payment for product or supply item.	Offices who charge for products will note the specific product name for those payments.

In our example below we've indicated the payment was made from a credit card with the name "John Test". Since the cardholder and patient are not the same, this note is important for the team at PhyData to match the payment to the charge(s).

Use the drop-down and "Print Receipt" to print a receipt for your patient.

Click OK at the bottom of the screen to save the payment.

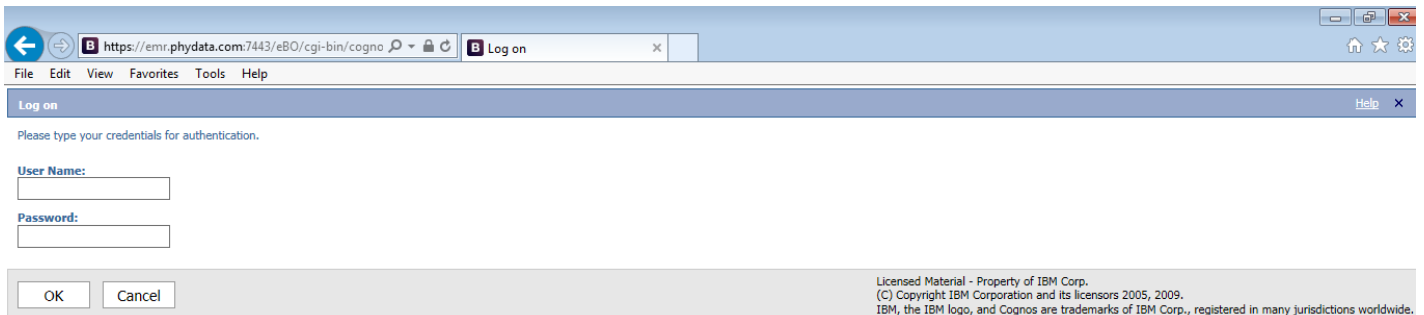The Appointment will now reflect the payment captured at the bottom left.

Generating the Day Sheet/Payment Log:

At Go Live our team will set up the eBO Day Sheet as a favorite website inside Internet Explorer for any staff member who will typically need to generate the report. For access to this website please contact practice.management@phydata.com or 615-239-2048, Option 2.
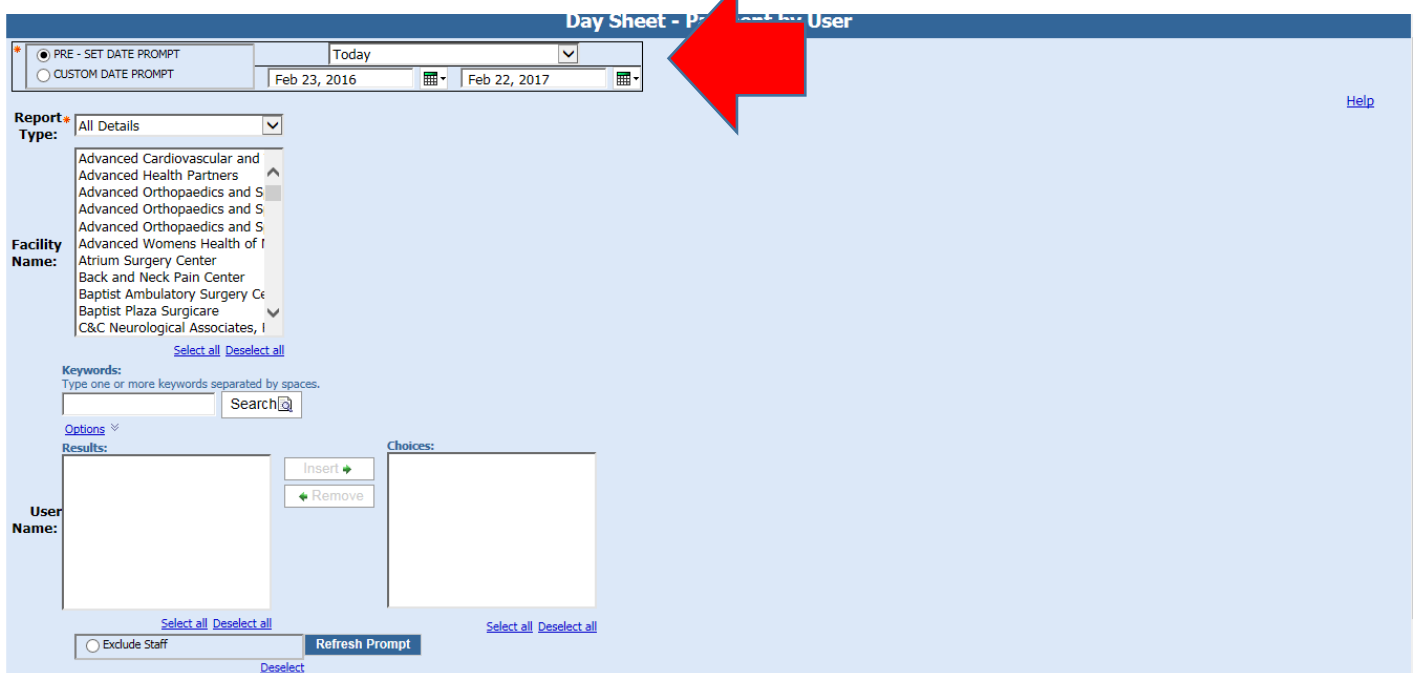
Open the website from Internet Explorer and login using your eClinicalWorks credentials.

https://emr.phydata.com:7443/eBO/cgi-bin/cognos.cgi?b_action=xts.run&m=portal/main.xts&startwel=yes&h_CAM_action=logonAs

In the Day Sheet – Payments By User menu, select the appropriate date. If today, leave as is. If retrieving payments for a previous date, use the "Custom Date" option and choose the appropriate date range.

Next highlight the facility name. Hold the Ctrl key to choose multiple facilities.

To generate separate reports for each user, use the keyword search at the bottom of the screen to search and insert by User Name. Otherwise eClinicalWorks will generate a list of all payment for the date of service selected and divide by user. Click Ok to generate the report.

Once the report has generated, staff can verify each payment listed against payments logged in Retriever and in their payments drawer. Payments will be divided by each username and then by payment type. Print the report and include in your daily payments bag to the courier.

Q: What if a payment I logged is not reflected on this report?

A: Open the patient appointment window from the Resource Schedule and verify the payment appears at the bottom left of the screen. Also verify the scheduled facility matches your report.

Q: How do I view previously logged payments?

A: Users can generate the eBO Day Sheet for all previous dates of service. Users can also access a log of individual patient payments by opening the Patient HUB, selecting Account Inquiry in the bottom section of the window and then "Patient Payments".

Q: How do I delete a payment that was logged incorrectly or was otherwise refunded to the patient?

Contact our team at practice.management@phydata.com or 615-239-2048, Option 2 for assistance.