

# 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:

The screenshot shows the 'Prescription Entry' window with the 'Payment' tab selected. The window contains the following elements:

- Patient details:** Name (Patient, Test), Date of birth (00/00/00), Gender (Female), Store (AKPESSEKRO (CSR-D PUBUC)), Entered (27/04/2020), Invoice (289), Entered by (Sussol).
- Prescriber:** Search Prescriber, Code: testp01, Confirm date: 00/00/00, Prescription date: 27/04/2020.
- Reference:** Reference, Category (None), Note.
- Items:** A table with columns: Line, Location, Item Name, Quan, Pa..., Batch, Exp date, Sell Price, Price exten. The first row shows Line 1, Location ABACAVIR 300 MG CP, Quan 2, Pa... 1, Batch fghj1234, Exp date 31/07/20..., Sell Price 150.00, Price exten 300.00.
- Summary:** Subtotal: 300.00, 0% tax: 0.00, 0% discount: 0.00, Total: 300.00, Amount Outstanding: 0.00.
- Buttons:** New line, Delete line(s), History, Repeats, New note, Delete note, Finalise, Export batch, Status: new, OK & Next, Delete, OK.

## Entering the payment

To enter a payment from the Prescription Entry window:

1. Click on the **Payment** tab.
2. The **Total payment** field shows the amount that needs to be paid by the patient. Enter the amount the patient actually gives you in the **Amount given** field, then press the *Tab* key on the keyboard:

The screenshot shows the 'Prescription Entry' window. The 'Patient details' section includes fields for Name (Patient Test), Date of birth (23/11/1974), Gender (Female), Store (AKPESSEKRO (CSR-D PUBLIC)), Entered (04/06/2020), Invoice (431), and Entered by (Sussol). The 'Payment' tab is selected, showing 'Other details' with a red message: 'This invoice will be automatically finalised if a payment is entered.' The 'To Pay' section shows 'Invoice total' and 'Total to pay' as 300.00. The 'Patient's credit status' section shows 'Current balance', 'Credit limit', and 'Available credit' as 0.00. The 'Payment details' section shows 'Amount paid by credit' as 0.00, 'Amount paid by patient' as 300.00, 'Total payment' as 300, and 'Amount given' as 0 (highlighted with a red box). The 'Change to give back' field is empty. At the bottom, there are buttons for 'Finalise', 'Export batch', 'Status', 'Print receipt', 'OK & Next', 'Delete', and 'OK'.

3. In this example, the prescription cost is \$300 and the patient will pay with a \$500 note, so 500 is entered in the **Amount given** field and the **Tab** key pressed. mSupply then shows you the change that is to be given back to the patient in the **Change to give back** field:

The screenshot shows the 'Prescription Entry' window after the 'Amount given' field has been updated to 500. The 'Payment details' section now shows 'Amount given' as 500 (highlighted with a red box) and 'Change to give back' as 200 (also highlighted with a red box). All other fields and the overall layout remain the same as in the previous screenshot.

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 given** field to be more than the **Total payment** amount the **Amount given** field will be reduced to the **Total payment** amount and the **Change to give back** will be increased by the difference.

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!**

**Please note:** You can save a prescription without a payment when the *Receive payments from prescription window* preference is turned on (see the top of this page) but the prescription will not be finalised, it will only be confirmed. You will be warned and asked to confirm that this is what you want to do if you do not enter a payment. If you want to enter the prescription payment later, you can find the prescription, open it and enter the payment then.

## 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) and cash paid into the cash register by a patient (see the [11.04. Cash register](#) page for details) will add to the amount of credit a patient can use.

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, patient credits and cash they have paid in) in the **Patient's credit status** section and the amount of credit used to pay for the prescription in the **Amount paid by credit** field:

**Prescription Entry**

**Patient details**

Name: Patient Test  
Date of birth: 23/11/1974  
Female  
Store: AKPESSEKRO (CSR-D PUBLIC)  
Entered: 04/06/2020  
Invoice: 431  
Entered by: Sussal

**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**

|                        |        |
|------------------------|--------|
| Amount paid by credit  | 100.00 |
| Amount paid by patient | 200.00 |
| Total payment          | 300    |
| Amount given           | 0      |
| Change to give back    |        |

☐ Finalise    Export batch: 0    Status: on    ☐ Print receipt           

In this example, the patient has 100 credit available (made up of their credit limit only, which is 100) and all of that credit has been used to pay the prescription charge.

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 of credit used in the **Amount paid by credit** field and press the *Tab* key on the keyboard so that mSupply re-calculates the amount to be paid by the patient. Here is a screenshot if the patient in the example above decides to pay 250 towards their prescription and only use 50 of their credit:

The screenshot shows a 'Prescription Entry' window with the following sections:

- Patient details:** Includes fields for Name (Patient, Test), Date of birth (23/11/1974), Gender (Female), Store (AKPESSEKRO (CSR-D PUBLIC)), Entered (04/06/2020), Invoice (431), and Entered by (Susael). There are also fields for Prescriber, Code, Confirm date (04/06/2020), and Prescription date (04/06/2020).
- Items / Payment:** A tabbed interface with 'Payment' selected.
- Other details:** A section with a red message: 'This invoice will be automatically finalised if a payment is entered.' It includes fields for Cheque # and Note.
- To Pay:** A summary section showing 'Invoice total' as 300.00 and 'Total to pay' as 300.00.
- Patient's credit status:** A table showing:
 

|                 |        |                  |        |
|-----------------|--------|------------------|--------|
| Current balance | 100.00 | Available credit | 100.00 |
| Credit limit    | 100.00 |                  |        |
- Payment details:** A section for recording payments, including:
 

|                        |            |
|------------------------|------------|
| Amount paid by credit  | 50.00      |
| Amount paid by patient | 250.00     |
| <b>Total payment</b>   | <b>250</b> |
| Amount given           | 0          |
| Change to give back    |            |
- Footer:** Includes checkboxes for 'Finalise', 'Export batch: 0', 'Status: on', and 'Print receipt'. There are also buttons for 'OK & Next', 'Delete', 'OK', and a small icon.

## 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. Creating a patient credit increases the amount of credit a patient has. Patient credit can be used to pay for future prescriptions.

### View patient credits

To view already created patient credits, choose **Patient > Show prescriptions** in the menus or click on the show prescriptions icon on the Patients tab of the Navigator:



In the filter window that appears, select the appropriate filter options and click on the **Find** button to show the prescriptions that match the filters (just click on the **Find** button without changing nything if you want to see the default 15 most recent prescriptions):

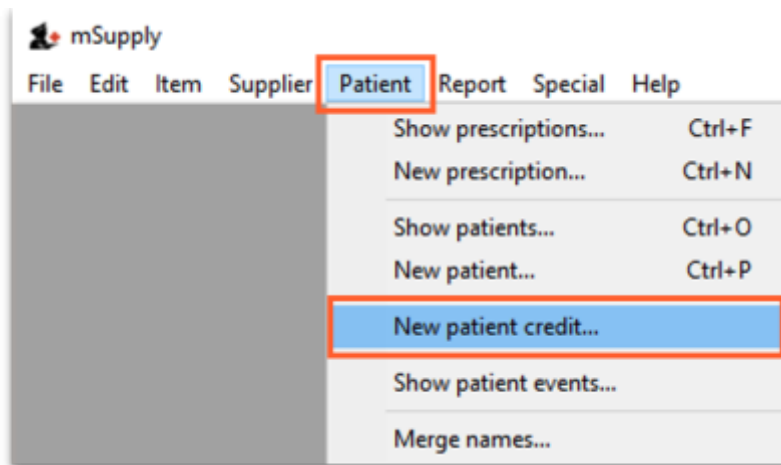
| Store name | Name             | Type | St... | Entered    | Confirmed  | Invnum | Total  | Their ref | Pickup pri... | Comme             |
|------------|------------------|------|-------|------------|------------|--------|--------|-----------|---------------|-------------------|
|            | Général, Patient | cc   | cn    | 21/05/2020 | 21/05/2020 | 443    | -443   |           |               |                   |
|            | Patient, Test    | ci   | fn    | 18/05/2020 | 18/05/2020 | 442    | 58     |           |               |                   |
|            | Général, Patient | ci   | fn    | 07/05/2020 | 07/05/2020 | 437    | 29     |           |               |                   |
|            | Général, Patient | ci   | fn    | 07/05/2020 | 07/05/2020 | 436    | 29     |           | 07/05/2020    |                   |
|            | Général, Patient | ci   | fn    | 02/05/2020 | 02/05/2020 | 435    | 58     |           |               | Offset for a...tr |
|            | DISTRIC...OUKRO  | ci   | fn    | 01/05/2020 | 01/05/2020 | 433    | 20000  |           |               | Offset for a...tr |
|            | Général, Patient | ci   | fn    | 01/05/2020 | 01/05/2020 | 432    | 58     |           | 01/05/2020    |                   |
|            | Général, Patient | ci   | fn    | 01/05/2020 | 01/05/2020 | 431    | 87     |           |               |                   |
|            | Général, Patient | ci   | cn    | 01/05/2020 | 01/05/2020 | 430    | 0      |           |               |                   |
|            | DISTRIC...OUKRO  | cc   | fn    | 01/05/2020 | 01/05/2020 | 429    | -20000 |           |               | Offset for a...tr |
|            | Général, Patient | cc   | fn    | 01/05/2020 | 01/05/2020 | 427    | -100   |           |               | Offset for a...tr |

Patient credits have cc (for “customer credit”) in the *Type* column, prescriptions have a type of *ci*. If you only wish to see patient credits then click on the **Customer credits** item on the left hand side.

### Create patient credits

To create a new patient credit:

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' form in mSupply. The 'Name' field is filled with 'Sarandi, Artigas'. The 'History' button is highlighted with a red box. The 'Reference' and 'Note' fields are also highlighted with red boxes.

| Line | Location | Item Name | Quan | Pac... | Batch | Exp date | Sell Price | Price exten |
|------|----------|-----------|------|--------|-------|----------|------------|-------------|
|      |          |           |      |        |       |          |            |             |
|      |          |           |      |        |       |          |            |             |
|      |          |           |      |        |       |          |            |             |
|      |          |           |      |        |       |          |            |             |
|      |          |           |      |        |       |          |            |             |
|      |          |           |      |        |       |          |            |             |
|      |          |           |      |        |       |          |            |             |
|      |          |           |      |        |       |          |            |             |
|      |          |           |      |        |       |          |            |             |
|      |          |           |      |        |       |          |            |             |

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:

History for Sarandi, Artigas

| Date       | Number | Prescriber | Item                      | Quantity | Directions |
|------------|--------|------------|---------------------------|----------|------------|
| 01/11/2019 | 24     | CAR        | Amoxicillin 250mg tab/cap | 1        |            |
| 01/11/2019 | 19     | CAR        | Amoxicillin 500mg tab/cap | 1        |            |
| 01/11/2019 | 20     | CAR        | Amoxicillin 500mg tab/cap | 1        |            |
| 01/11/2019 | 21     | CAR        | Amoxicillin 500mg tab/cap | 1        |            |
| 01/11/2019 | 23     | CAR        | Amoxicillin 500mg tab/cap | 1        |            |
| 01/11/2019 | 24     | CAR        | Amoxicillin 500mg tab/cap | 2        |            |

Add to credit OK

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.

Patient credit

Patient details  
 Name: Sarandi, Artigas Date of birth: 01/02/1986 Female  
 Code: 10229487 Address:  
 Prescriber: Carretas, Julieta Confirm date: 00/00/00  
 Code: CAR Prescription date: 01/11/2019  
 Store: General  
 Entered: 01/11/2019  
 Invoice: 22  
 Entered by: user 1 (pass= user1)

New line Delete line(s) History

Reference: Category: None  
 Note: Patient returning expired item dispensed in error

| Line | Location | Item Name                 | Quan | Pac... | Batch  | Exp date   | Sell Price | Price exten |
|------|----------|---------------------------|------|--------|--------|------------|------------|-------------|
| 1    |          | Amoxicillin 500mg tab/cap | 1    | 100    | YRT445 | 31/01/2019 | 100.00     | -100.00     |

Subtotal: -100.00  
 0 % tax: 0.00  
 Total: -100.00

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



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.

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## Cancellations for prescription payments

When a prescription is cancelled, any payment made against it is not automatically cancelled because the patient might give you the goods back but not receive a cash refund. However, a patient credit is automatically created equal to the amount of the payment and assigned to the patient. This means the patient is refunded in credit, not cash.

If you really wish to refund cash to the patient, you need to find the patient credit created for them, cancel it and then go to the [cash register](#) and enter a cash out transaction for the patient. This will appear as a “ps” type transaction in the register. It is a good idea to have a separate payment type *Option* ([16.10. Options \(standard reasons\)](#)) for this type of cash out payment to allow you to report on them separately from other types of cash out transactions.

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

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