

Introduction

Paytient Payments are an Irish healthcare digital payments provider founded in 2018 and based in Wexford. The company provides a range of digital payment services such as electronic direct debit, for dental clinics and orthodontists to help them collect their fees.

The payments are securely processed and collected in partnership with Sentenial / NUAPAY who are an Irish and UK entity, regulated and authorised by the Central Bank of Ireland and the Financial Conduct Authority.

Hints & Tips

1. Direct Debits can be used to collect monthly or quarterly payments. We need 3 days to collect the first direct debit, due to the bank communication system.
2. Take care with the email address and double check it with the patient for accuracy.
3. Patients must use an Irish **current account** for payments: **AIB, BOI, TSB** or **Revolut**.
4. Direct Debit is not an exact science due to bank communications, so payments can be collected up to two days before the actual collection date.
5. Talk to your patient and find out when they get paid. There are higher success rates in the first week of the month, or a few days after a patient gets paid.
6. The last week of the month is generally not a good time for people to have direct debits collected.
7. When you set up a new patient, you have until midnight of the same day to make changes, before the schedule gets locked and uploaded to the server.
8. You cannot cancel a plan at the moment, please email **support@paytientpayments.com** to get this done.
9. If a patient misses more than 3 payments in a row it might be worth contacting them to discuss another method of payment.