

## Credit card pre-authorisation FAQ

### 1. Where are my details stored?

- The patients credit card details are not stored by the clinic or AutoMed at any time, there is no mechanism to view or retrieve them.

### 2. What is the \$1 verification taken?

- The details the patient enters online or via Caller ID are verified by Tyro / Mastercard by a \$1 in/out transaction and from there the card details are tokenised, to be used for that single instance the patient has authorised them for ie that appointment they are booking.

### 3. What does it mean to store my card for future use?

- There is a tick box on the credit card details screen that the patient can optionally tick online, or reception can tick when using caller ID, if the patient consents to the card being saved for future use.
  - Even if the patient ticks this box, payment must still be linked to every individual appointment though, the system will not automatically bill patients unless the pop-up has been “attended” to for each booking
  - The card details cannot be viewed or accessed by anyone, at any point
  - If they agree to the details being stored, it will just mean that the patient or reception can select the saved card next time round, without having to enter the details again – the screens display as below
  - If patients have previously agreed to this, and wish to have it removed, please speak to reception who can do for you

### 4. What if I don't want to give my credit card details?

- Patients that do not wish to enter their card details online or read them out to reception, can be booked without card details by contacting reception

### 5. How will I be billed after my appointment?

- Patients may still pay in person as previously, and receive the Medicare rebate immediately by either using our payment kiosk or speaking to reception
- In the event that an appointment is not face to face, or the patient is seen in the car the full amount of the consult will be debited from the account provided and the Medicare rebate will be processed online. The rebate can take up to 48 hours to hit the patient's account.

The account in which the patients Medicare rebate will be received in will be the bank account that is linked to the patients Medicare card
- If the first two options do not occur the patient may receive a link via SMS to pay online