

# Patient Visit Details

From the **Today's Visits Page**, you can see the list of patients who have checked in via the kiosk or via a manual check in. To see the Visit information on a particular patient, you will need to look at the **Patient Visit Details**.

PATIENT	CHK-IN	APPT	TRACKING	TASKS	PRI	SEC	PROVIDER	SERVICE	LOCATION
THAMES, LAURA	03:36 PM	04:40 PM	Checked In	1	✓				Appolonia's Test
CLARK, LINDSEY	03:16 PM	04:30 PM	Checked In	1	!	↻			Appolonia's Test

The details include

- **The Patient Name**- Click on the patients Name to Bring you to the **Patient Quick View**
- **The Check In Time**
- **The Appointment Time**
- **The Tracking**- The tracking, (or previously known as status) will automatically be shown as "checked in" until the user changes it per the individual work flow. To change it, simply click the status until you find the one you need.
- **Primary Insurance**- Click on the icon to see full eligibility information or to make a change.

**JONES, DOTTY** bd02cae7-db77-443a-ad5b-f23c65d6f619

[Visit History](#) | [Appointment History](#)

☰ VISIT: 03/11/2016 10:01 AM - DemoDAWN

▼ Primary Insurance - \$

Status **Self Pay**

[Resubmit Insurance](#) [Close](#)

- Self Pay Example:

**SMITH, JANE**

☰ 11/28/2014 11:55 AM - Clearwave Headquarters

↻ Primary Insurance - Aetna

Primary Insurance

Payer: Aetna  
 Member ID: 12345678  
 Group Number:  
 Rel. To Subscriber: Subscriber/Self

Member: SMITH, JANE  
 05/15/1950  
 Unknown

Eligibility

Status **Invalid response from payer**

[Resubmit Insurance](#) [Close](#)

- Primary Insurance Example:

- **Secondary Insurance**
- **Tertiary Insurance**
- **Provider**
- **Service-** the type of service intended to be provided to the patient for that particular visit.
- **Location-** the exact location of the service and appointment.
- **Payment-** this will indicate if a co-pay or self pay was made.

**JONES, DOTTY** bd02cae7-db77-443a-ad5b-f23c65d6f619

[Visit History](#) | [Appointment History](#)

**VISIT: 03/11/2016 10:01 AM - DemoDAWN**

▼ **Patient Bill**

**Payment Status:** ● **NO BALANCE**  
*The patient declined the swipe and hold consent*

Close

PATIENT	CHK-IN	PATIENT ID	APPT	TRACKING	TASKS	PRN	SEC	TER	PROVIDER	SERVICE	LOCATION	PAYMENT
JONES, DOTTY	10:01 AM	bd02cae7-db77-443a-ad5b-f23c65d6f619	10:01 AM	Checked In		●			Barbara Phillips	Clinic Patient	DemoDAWN	● \$0.00
SUE, GALLY	09:58 AM	79e8f1f-d0d7-484c-804b-e843b202c2c5	10:01 AM	Checked In		●			Andrew Rogers	New Patient	DemoDAWN	● \$0.00

View the payment status to verify if payment was made or if payment must be collected. Below are examples of the payment status symbols that will be visible on the Visit List.

- **\$30.00** – Patient was prompted at the kiosk and paid in full (ex: patient paid \$30.00).
- **\$0** – Patient owes nothing.
- **\$0** – Patient was prompted at the kiosk but chose not to pay at the kiosk.
- **Declined** – Patient paid at the kiosk, but the credit card declined.
- **Failed** – Patient paid at the kiosk, but there was an error processing the credit card transaction.  
*The transaction will fail if the same credit card is used to process the same amount twice in one day.*
- **Verify** – Amount due is undetermined. The user must verify the amount the patient owes.

To see more information on the patient's visit, click on the patients name to take you to the **Patient Quick View**.