Demo Materials

Links and Credentials

Integration Engine Demo Video
- URL: https://vimeo.com/353644929

Demo Credentials (Payment Manager, Online Bill Pay, & Admin Portal):
- URL: demo.payrighthealth.com
  - Username: demouser
  - Password: Demo12#$
- Payment Manager Patient: Judi Cott
- Unauthenticated Online Bill Pay
  - Account Number: 30013930
  - Date of Birth: 07-04-1930

Demo FAQ

Set Up & Integration FAQ
- Does this work on any PMS/EMR?
  - While you are seeing this demo on OpenDental, we are currently able to map locally installed PMS/EMR with SaaS/Cloud based coming the beginning of Q1 2020
- What type of integration is required?
  - The integration engine requires a one time setup and mapping for PMS/EMRs that have not already been mapped. If a PMS/EMR has already been mapped, then there is a one time setup and configuration.
- How long does it take to install?
  - Once the PayRight Integration Engine is downloaded from the web, if your PMS/EMR has already been mapped it can take about 15 minutes to install. If your PMS/EMR needs to be mapped that can take anywhere between 30 minutes to 1.5 hours but does not require active participation during that time.
- What happens during the mapping process?
  - Prior to the mapping process, a PayRight representative will reach out to schedule a time that works best for your office. The first few minutes of the mapping process is a quick workflow consultation to best map the solution to fit your office's workflow. After the consultation, the PayRight will remote into the computer and map the solution.

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Features and Functions

- What is included?
  - PayRight with the Integration Engine includes: online bill pay, card vaulting, easy to set up payment plans, payment gateway, integration engine that allows for the payments to post into the patient record
- Where do I take payments?
  - Payments are made inside the payment manager portal and then post back into the EMR/PMS by way of the integration engine
- How do I set up payment plans?
  - Payment plans are enabled in the payment manager portal. An office can set a minimum payment amount, how many installments, and the starting date of the plan.
- What type of reports can I run?
  - PayRight offers many reports including:Transaction Summary,ACH Settlement Reports, Expired Cards, Declined Payments, Void/Refunded Payments, Commercial Payments, Various EOD Reports
- How do my patients know they have paid?
  - You can enable email notices to let patients know when payments have been received or upcoming payments are due.

Equipment and Compliance

- Is my information about my patient's safe?
  - Yes, PayRight is fully compliant with both the latest health care (HIPAA) and payments data privacy standards (PCI DSS)
- Do I need special equipment?
  - An internet enabled computer and an optional card/check reader