



Card Machine Protocol

Introduction

We have purchased and installed 2 x SUMUP Solo and Printer card readers at both practice site front reception desk so therefore will now only be accepting card / contactless payments at Coquet Medical Group.



Patient Communications

Stickers and card have been placed the reception desks to make patients aware of card payments.

Social media posts have been circulated and the Practice website updated.

When any patient is informed, they will require to make a payment to the Practice they must be told we can only accept card or contactless payments.

Protocol

Devices will be kept at both reception desks at each site.

The Reception Team will be responsible to ensure that they are kept on charge and notify Management when any new printer cartridges are required.

When a patient attends the Practice and requires paying an invoice you must:

1. Activate device by using the touch screen or pressing the power button
2. The following screen will appear to enter the amount due to be paid:



3. Patient can either use for contactless or the device will need removed from the printer to insert a card and enter PIN (instructions to remove device from printer are in the box with the device at Reception)
4. Offer patient a receipt either via SMS, email or printed version
5. Print off a printed receipt to be kept at the Practice. Please write patient details on the back of the receipt
6. Receipt must be passed to the Secretary Team to ensure payment is recorded on the appropriate spreadsheet for Finance Team

Account Details

In case the machines are logged out the log in details will be emailed via secure email to the Reception Team and shared with any staff member covering extended access shifts.