

# Paying for your appointments, made simple

We use Halaxy to manage our practice, including appointment billing and rebates, processed automatically. Here's how Halaxy works for you.



## Attend your appointment

Your appointment runs as normal, online or in person. Payment is handled in the background while you focus on the session, and an invoice with any rebate already processed lands in your email.

## Get on with your day

Payment's sorted. No transfer to organise, no stopping at reception. The rest of the day is yours.

## WHAT IT MEANS FOR YOU

- ✔ **Your card details are kept secure:** Fully encrypted, and only the last four digits are ever visible.
- ✔ **No transfers to worry about:** Payment and rebate are processed automatically at your appointment, so you can get on with your day.
- ✔ **You'll always get an invoice:** Sent as soon as payment goes through, with any rebate already accounted for. Keep it for your records, claims, or tax.

## EASY WAYS TO SAVE YOUR PAYMENT DETAILS AND MEDICARE CARDS

### 01. At your appointment

We can add your card from your invoice during or after your visit, only takes a minute.

### 02. In your patient intake form

Add your card details to the intake form sent before your first appointment.

### 03. Online, anytime

Log in to your Halaxy patient account and add or update your card details anytime.

## COMMON QUESTIONS

### Is my card information safe?

Yes. Your card is encrypted and stored in Australia by Airwallex, a payments platform trusted by thousands of businesses and millions of people in Australia and worldwide. Our practice and Halaxy never see your full details, only the last four digits.

### Will I be charged without knowing?

No. Payments are processed at each appointment based on your agreed fees, and you'll get a receipt every time. For charges above a set amount, you'll get an SMS to approve or decline before it processes.

### Can I pay another way instead?

Yes. Talk to us about the options we offer. Most patients find Halaxy Auto Payments easier once they've tried it: nothing to transfer, no need to stop at reception, and a receipt sent every time.

### Can I remove my card at any time?

Yes, anytime, through your Halaxy patient account online, or by asking us.

### Not ready to save your card yet?

No problem. We can send a secure payment link by email or SMS after each appointment. You pay in your own time, payment is confirmed automatically, and nothing is stored.

For any other questions, just ask.