

Payment Gateway Enablement Request Form

Healthdirect Video Call Payment Gateway (**PGWY**) is an add-on that facilitates service providers taking payments from a patient during a Video Call consultation. This form outlines the governance arrangements and processes required to be followed by any requesting Organisation whose clinics access the PGWY function on the Healthdirect Video Call platform (**Platform**).

Part A - Background

Your organisation [**Name of the Organisation** (.....)] (**Organisation**) has requested to add PGWY capability to its existing Video Call Service with Healthdirect Australia Limited (**Healthdirect**).

By adding PGWY capability, the Organisation will be able to access payments through the [Stripe](#) online payment system.

Excluding any liability on the part of Healthdirect, we provide the following guidelines to be followed the requesting Organisation.

Please note that this is not an exhaustive list of all the requirements. As such, it is also recommended that the Organisation obtains independent advice in relation to legal, IT security and any other related obligations under the Privacy Act.

The Platform does not and will not store or maintain any personal or payment information.

The Organisation requesting the PGWY add-on will need to:

1. implement the *Part B: Payment Gateway Guidelines* outlined in this form.
2. implement the processes related to security and privacy for accessing and viewing the payment details outlined in the **PGWY Responsibilities for the Organisation** in this form.
3. sign the **Acknowledgement** section of this document before requesting enablement of PGWY as outlined in the **Payment Gateway Service Request Process** in this document.

Definitions

“Payment Gateway” means an additional application that is installed in the clinic allowing payments to be taken from callers/patients during a Video Call consult via the [Stripe](#) online payment system.

“Waiting Area” means the online web management console entity that creates and controls access to waiting area rooms within the Organisation’s clinics.

Part B - Payment Gateway Guidelines

The following guidelines will apply in the set-up and establishment of PGWY within the Organisation and its clinics:

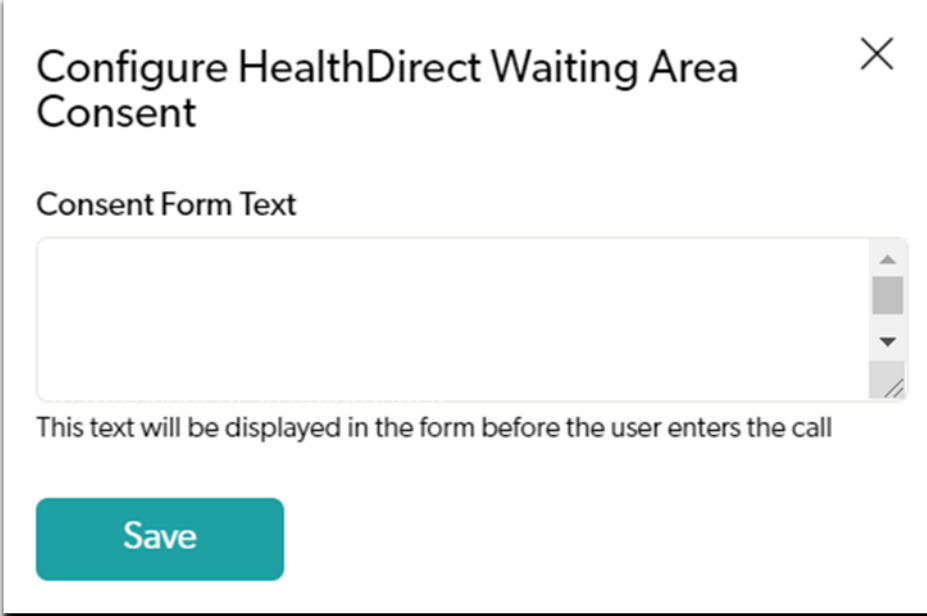
1. Establishment of PGWY on the Platform:

1.1 Patient information and consent:

The Organisation Waiting Area privacy consent wording, which a patient must read and consent to prior to the commencement of a video call consultation, should provide that the Organisation has the capability to make payments during their Video Call consultation, subject to the Organisation obtaining the patient's consent as per the Organisation's defined policies and procedures.

The Organisation Waiting Area Consent must be updated and configured by the authorised administrator as shown below in figure 1 that the Healthdirect Video Call platform hosts to reflect the possibility of patient payments being processed during Video Call consultations

Figure 1: Healthdirect Video Call Clinic Configuration for Waiting Area Consent



Configure HealthDirect Waiting Area Consent

Consent Form Text

This text will be displayed in the form before the user enters the call

Save

1.2 Organisation Privacy Policy

The Organisation must link its privacy policy to the online clinic configuration (hosted by Healthdirect Video Call) at the Privacy Policy URL field and should include terms related to payment and payment information taken during consultations. This must include the collection process, purpose of collection and intended use in accordance with Australian privacy laws.

The Organisation Privacy Policy web link must be updated and configured by the authorised administrator as shown in figure 2 that the Platform hosts.

The updated Privacy Policy must be accessible to the patient to read via hyperlink as part of entering the Waiting Area for the Video Call consult.

Figure 2: Healthdirect Video Call Clinic Configuration for Waiting Area Consent



A screenshot of a web form field. The label 'Privacy policy URL' is positioned at the top left of the field. The field itself is a rectangular box with a thin border and a light gray background, currently empty.

1.3 Organisation Terms of Service for signed in users:

The Organisation must link its Terms of Use for the service link in the online clinic configuration under Terms of Service URL including terms related to payment processing.

The Organisation Terms of Service web link must be updated and configured by the authorised administrator as shown in figure 3 that the Platform hosts.

The updated Terms of Service will be accessible to the patient to read via hyperlink as part of entering the Waiting Area for the Video Call consult.

Figure 3: Healthdirect Video Call Clinic Configuration for Terms of service for signed in users



A screenshot of a web form field. The label 'Terms of service URL' is positioned at the top left of the field. The field itself is a rectangular box with a thin border and a light gray background, currently empty.

1.4 Organisation Support Contacts:

The Organisation's support contacts details must be configured by the authorised administrator as shown in figure 4 that the Platform hosts.

The clinic support contact is the person to contact in relation to the PGWY operation and support and can respond to PGWY questions raised by patients and/or clinicians accessing the service.

Figure 4: Healthdirect Video Call Clinic Configuration for Support contact details

Support contacts
Configure the support contacts for your clinic

Clinic Support

Label
Clinic Support
A label for your support contact, such as 'Patient support contact'.

Contact name

Contact email

Contact phone

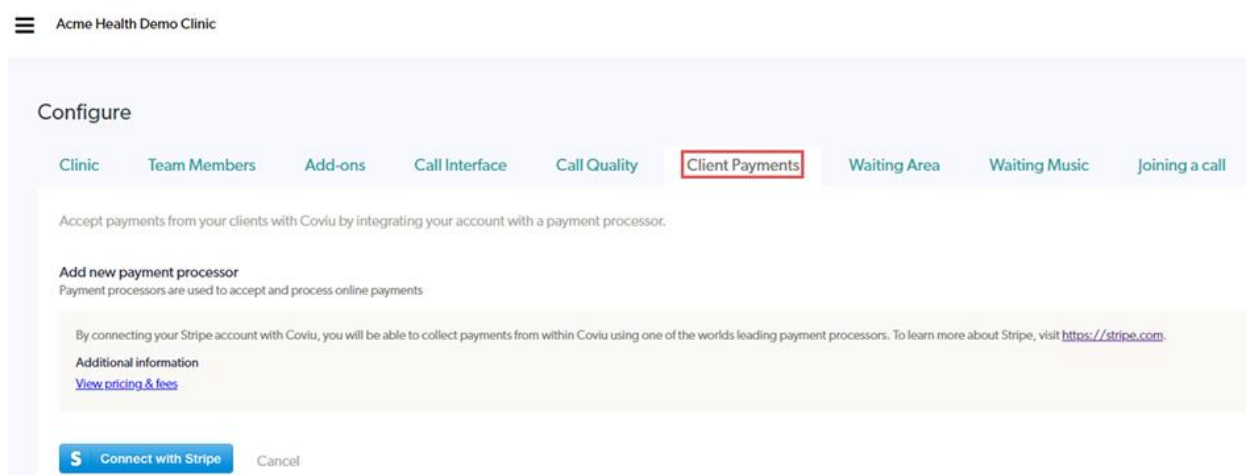
1.5 Stripe Payment Account:

The Organisation or Clinic Administrator must create an account with the [Stripe](#) online payment system.

1.6 PGWY App Configuration:

The Organisation or Clinic Administrator must access the Configure page and select the Client Payments tab. They must then click the “Connect with Stripe” button and proceed to link their Stripe account to the clinic.

Figure 5: Healthdirect Video Call Configuration for Client Payments Application



2. PGWY Responsibilities of the Organisation

- 2.1 The Organisation must ensure that telehealth managers and clinic administrators who coordinate telehealth consults and clinicians conducting telehealth video call consults and payments:
 - i. have read and understood these guidelines;
 - ii. are trained on the functionality of PGWY on the Platform as made available in the [Healthdirect Video Call Resource Centre](#); and
 - iii. are aware of any other guidelines prescribed by the Organisation for PGWY usage.
- 2.2 The Organisation must ensure that each clinical records system which stores any patient payment information is managed and maintained in accordance with the Privacy Act, the Australian Privacy Principles and the Australian Government Information Security Manual (ISM) in relation to handling sensitive patient data.
- 2.4 The Organisation must ensure that adequate IT processes are in place to access and review the payment information. Healthdirect does not have access to the payment information and does not take any responsibility in relation to any payments processing or reconciliation.
- 2.5 Any payment information obtained by clinicians of the Organisation should not be stored.
- 2.6 The Organisation must not process, transfer, or otherwise disclose any payment information offshore or otherwise outside of Australia.

3. PGWY payment breakdown:

The payment breakdown for each transaction processed through Video Call will be as follows, with Stripe providing the payment technology and Coviu providing the Stripe integration in the add-on.

- i. Stripe will collect a Fixed Fee, which is currently \$0.30 per transaction;
- ii. Stripe will collect a Percentage of Transaction Fee of 1.75%;
- iii. Coviu will collect a Percentage Transaction Fee of 2.5%.

Note: Healthdirect Australia does **NOT** collect any payments processed through the Payment Gateway application.

4. PGWY Service Request Process:

The authorised telehealth manager for the Organisation must raise a service request ticket via the Healthdirect Jira service desk (<https://videocall.direct/servicedesk>) to enable Healthdirect Video Call PGWY add-on capability for the Organisation's clinics.

Once the ticket has been received, Healthdirect will:

1. acknowledge receipt of the service request ticket from the Organisation;
2. process the service request ticket by sending this PGWY request form to the telehealth manager or equivalent of the Organisation;
3. review the signed PGWY request form once received from the Organisation and attach it to the service request ticket;
4. enable PGWY add-on capability to the requesting Organisation (*NB – Organisations should allow up two weeks for enablement of the PGWY application in each clinic*); and
5. close the service request ticket.

Acknowledgement

The Organisation acknowledges and understands the PGWY Guidelines, the Service Request Process, the obligations of the Organisation under the Privacy Act and Australian Privacy Principles and that the Platform does not and will not store any payment information.

Signed for and on behalf of the Organisation by its authorised representative,

Signature:

Name of Signatory:

Position of Signatory: Chief Technology Officer (or similar role)

Organisation:

Date:

In the presence of:

Name of witness:

Position of Witness: Telehealth administrator/Practice Manager (or similar)

Signature of witness:

Date:

-END-