

FREQUENTLY ASKED QUESTIONS

How online payments work

Who can make an online payment?

Patients or authorised guarantors can make payments using the secure link sent by Life Healthcare via SMS or email.

What payment methods are available?

You can pay using a credit card, debit card or instant EFT (electronic funds transfer) through your online banking platform. Once you click on the secure link, you will be redirected to a screen with a summary of your hospital account, follow the prompts and when you select the Pay by Bank payment method, you will be redirected to your online banking profile. Please note – payment by credit, debit card or EFT is the only payment options available for Life Healthcare's secure online payment portal.

Do I need to register or create an account to pay online?

Simply use the secure payment link provided and follow the on-screen prompts. The link you receive is unique to your specific hospital account, ensuring your payment is safely and accurately allocated.

Can I make a partial payment?

Yes, you have the option to select from the provided options, or you can choose to pay a custom amount depending on your preference. The various amount options will be displayed on the payment screen depending on the outstanding amount.

Will I receive proof of payment?

Once your payment is completed, a confirmation will appear on your screen. Your bank may also send you a confirmation message. For your records, you're welcome to save a copy of the *payment success screen*. If you need an updated statement, our accounts team can assist you 24-hours after you have made the payment.

What should I do if my payment does not go through?

Please ensure that there are sufficient funds in your account and follow the authentication steps from your bank – as prompted. If you still experience challenges, please contact the Life Healthcare accounts department on 086 173 3863.

Can I pay on behalf of someone else?

For security and privacy reasons, only the authorised account holder such as the patient or guarantor who received the secure payment link should use it to settle the account. To protect personal information, Life Healthcare advises against forwarding any communication or payment links to others.

Life Healthcare is committed to making your payment experience simple, secure, and stress-free.

Need assistance?

Our team is ready to assist you. If you have questions about your account or need assistance with online payments, please contact the Life Healthcare accounts department on **086 173 3863**.