How to pay a bill with MyChart

With our new MyChart by Epic patient portal you have the ability to pay hospital bills from within your MyChart account. Patients who do not have a MyChart account can still pay bills on the MyChart website, using the Pay As Guest feature. Billing statements will be sent to patients if they have an outstanding balance. The balance can also be seen within your MyChart account. This tip sheet will explain how to pay bills both within your MyChart account, and using the Pay as Guest feature.

Pay as a Guest (no MyChart account needed)

If you do not have a MyChart account, you can still pay a hospital bill on the MyChart website using the following steps:

1. Go to the MyChart website: https://mychart.hhsc.ca/MyChartEpicPRD/Authentication
2. Click the Pay as Guest button on the homescreen:
3. Enter your Guarantor account number and Guarantor last name, and press look up. Your Account number can be found on your billing statement.
4. Enter the amount you’d like to pay, and click “next”.

5. Specify your payment method, fill in the required details and press “Submit”.

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Pay a Bill from within your MyChart Account

If you have a MyChart account, you can pay bills from within it by following these steps:

1. Log into your MyChart account
2. In Your Menu, select the Billing Summary activity
3. Click “Pay Now”

4. Specify your method of payment and fill in the required fields. Press “submit”.

5. You will see a confirmation screen to notify you your payment was made successfully.
Setup a Payment Plan

You can set up a monthly payment plan to pay your outstanding balance, if needed. Payment plans must be a minimum of $100 per month, and must be complete within 6 months.

Follow these steps to set up a payment plan:

1. Log into your MyChart account
2. In Your Menu, select the Billing Summary activity
3. Click “Set up payment plan”
4. Complete the required fields to set up the payment plan. Click “select payment method”.
5. Complete the required credit card fields and press “Submit” to finish setting up your payment plan.
6. You can make changes to your payment plan by clicking “Manage payment plan” on the Billing Summary page.
New – Make a single payment across multiple Guarantors

Beginning on June 2\textsuperscript{nd}, 2023, there is a new billing feature available in MyChart that allows patients to pay towards all eligible guarantor accounts at one time.

- When a patient has multiple guarantor accounts, opening the MyChart Bill Pay screen will show all guarantor accounts, with a non-zero balance, on the same screen.
- This feature allows you to pay balances all in one place.

For any billing questions, contact our billing team by phone at 905-521-2100 x77000, or by email askfinance@hhsc.ca. Alternatively, you can send them a message from within your MyChart account by clicking “Contact Customer Service” anywhere you see it on the Billing Summary page.