

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 be 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)

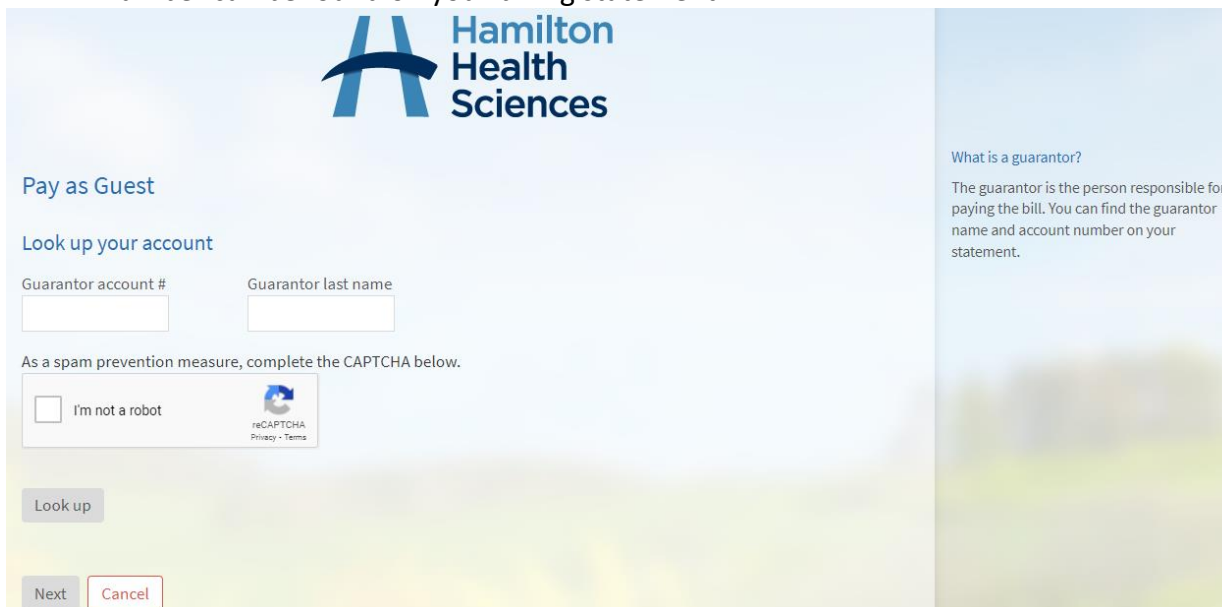
If you do not have a MyChart account, you can still pay a hospital bill on the MyChart website using the following steps:

1. Go to the MyChart website: <https://mychart.hhsc.ca/MyChartEpicPRD/Authentication>
2. Click the Pay as Guest button on the homescreen:




The screenshot shows the MyChart website homepage. On the right side, there is a sign-in section with fields for 'MyChart Username' and 'Password', a green 'Sign in' button, and links for 'Forgot username?' and 'Forgot password?'. Below this is a 'New User?' section with a blue 'Sign up now' button and a blue 'Pay as Guest' button, which is circled in red. The main content area on the left has four service tiles: 'Communicate with your doctor', 'Access your test results', 'Frequently Asked Questions', and 'Manage your appointments'. At the bottom, there are app store download buttons and a footer with various links and copyright information.

3. Enter your Guarantor account number and Guarantor last name, and press look up. Your Account number can be found on your billing statement.



The screenshot shows the 'Pay as Guest' form. It has a title 'Pay as Guest' and a sub-heading 'Look up your account'. There are two input fields: 'Guarantor account #' and 'Guarantor last name'. Below these is a CAPTCHA section with the text 'As a spam prevention measure, complete the CAPTCHA below.' and a checkbox labeled 'I'm not a robot'. There is a 'Look up' button and 'Next' and 'Cancel' buttons at the bottom. On the right side, there is a text box titled 'What is a guarantor?' with the following text: 'The guarantor is the person responsible for paying the bill. You can find the guarantor name and account number on your statement.'

4. Enter the amount you'd like to pay, and click "next".



Pay as Guest

Look up your account

Guarantor account # 217 Guarantor last name Ambulatory ✔ Account found


You have a balance due for hospital services at Hamilton Health Sciences

How much would you like to pay today?

Amount due \$12,869.00

Other amount

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



How do you want to pay?

Enter payment information

Credit Card Bank Account

Name on Card

Card Number

Expiration Date

MONTH YEAR

Security Code [What is this?](#)

Postal Code


Save information for future use


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”

Billing Summary

 Save time while you save paper! Sign up for paperless billing.

 \$25.00 is not on your payment plan. [Update plan](#)

Hamilton Health Sciences
Hospital Services
Guarantor #217 (Julius Ambulatory)
Patients included: You, Test, CoordSeven, Two, Three

Amount Due
\$25.00

Your balance: \$263.00

[Pay now](#)

Last paid: \$100.00 on 26/1/2022
1 scheduled payment


Auto Pay
\$100.00
Scheduled for 17/4/2022
[Manage payment plan](#)

[View balance details](#)

[View last statement \(21/12/2021\)](#)

[Contact customer service](#)

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



How do you want to pay?

Enter payment information

Credit Card Bank Account

Name on Card

Card Number

Expiration Date
MONTH YEAR

Security Code
 [What is this?](#)

Postal Code

Save information for future use

[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”

Billing Summary

 Save time while you save paper! Sign up for paperless billing.

Hamilton Health Sciences
Hospital Services
Guarantor #217 (Julius Ambulatory)
Patients included: You

Amount Due
\$12,869.00


Can't pay all at once?
Sign up to pay \$2,061.50 per month.

[Pay now](#) [Set up payment plan](#)

[View balance details](#)
[Contact customer service](#)

4. Complete the required fields to set up the payment plan. Click “select payment method”.

Sign Up for a Payment Plan

 **Outstanding Balance**
Not all of your outstanding balance of \$12,869.00 is eligible to be added to a payment plan.

Choose a monthly amount

How much do you want to pay per month towards your eligible balance of **\$12,369.00**? On which day of the month (1-31) would you like your payments to be made?

This monthly amount will require you to make **6** payments until you pay off your balance in **October 2022**.

If you would like to learn about other payment options, please call us at 905-521-2100 x77000. [Or send a message to customer service.](#)

[Select payment method](#) [Cancel](#)

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 2nd, 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.

Account Payment

* Indicates a required field


* How much would you like to pay today?

Guarantor #4000256 (Joe Montana) 

Amount due \$2,300.00

Other amount


How much would you like to pay towards other balances?

Guarantor #102945 (Joe Montana) 
Physician Services

Amount due \$158.50

Other amount

Pay later

Guarantor #102945 (Joe Montana) 
Hospital Services

Amount due \$200.00

Outstanding balance \$2,540.00

Other amount

Pay later

Total amount you'll pay: \$2,500.00

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.