

# MOBILE PAYMENTS VIA SECURE MESSAGING

THIS SAMPLE IS A STORY (AGILE DEV METHODOLOGY) DESIGNED TO EXPLAIN HOW MOBILE PAYMENTS VIA SECURE MESSAGING CAN BE DONE IN A HEALTHCARE SETTING WITHIN THE FRAMEWORK OF HEALTHCARE DATA PROTECTION REGULATIONS (HIPAA AND E-PHI IN PARTICULAR)

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DEC. 2018



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## Important note

All visuals, design, flows and text by **Phil Mora**.

**Disclaimer.** The document presented here isn't subject to any non-disclosure agreement, and is already in the public domain for more than 18 months. Confidential material has been redacted. For demo purposes only.

**Contact.** Phil Mora's portfolio is constantly updated and can be found at [philmora.com/portfolio](http://philmora.com/portfolio). For more information, networking and quotes, please contact me at [philmora.com/contact](http://philmora.com/contact) or DM me on twitter @ [philippemora](https://twitter.com/philippemora)

# PATM PAY WITH MESSAGING

## STORYBROCHURE

PREPARED FOR YOU BY PHIL



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Worldpay PatM v1.7



# FOREWORD

This document contains the storybrochure describing the **mobile payment using messaging experience** on Patient Mobilizer as defined in the "7 star experience" epic.

**For internal use only, do not share with Worldpay.**

Thank you!  
-Phil

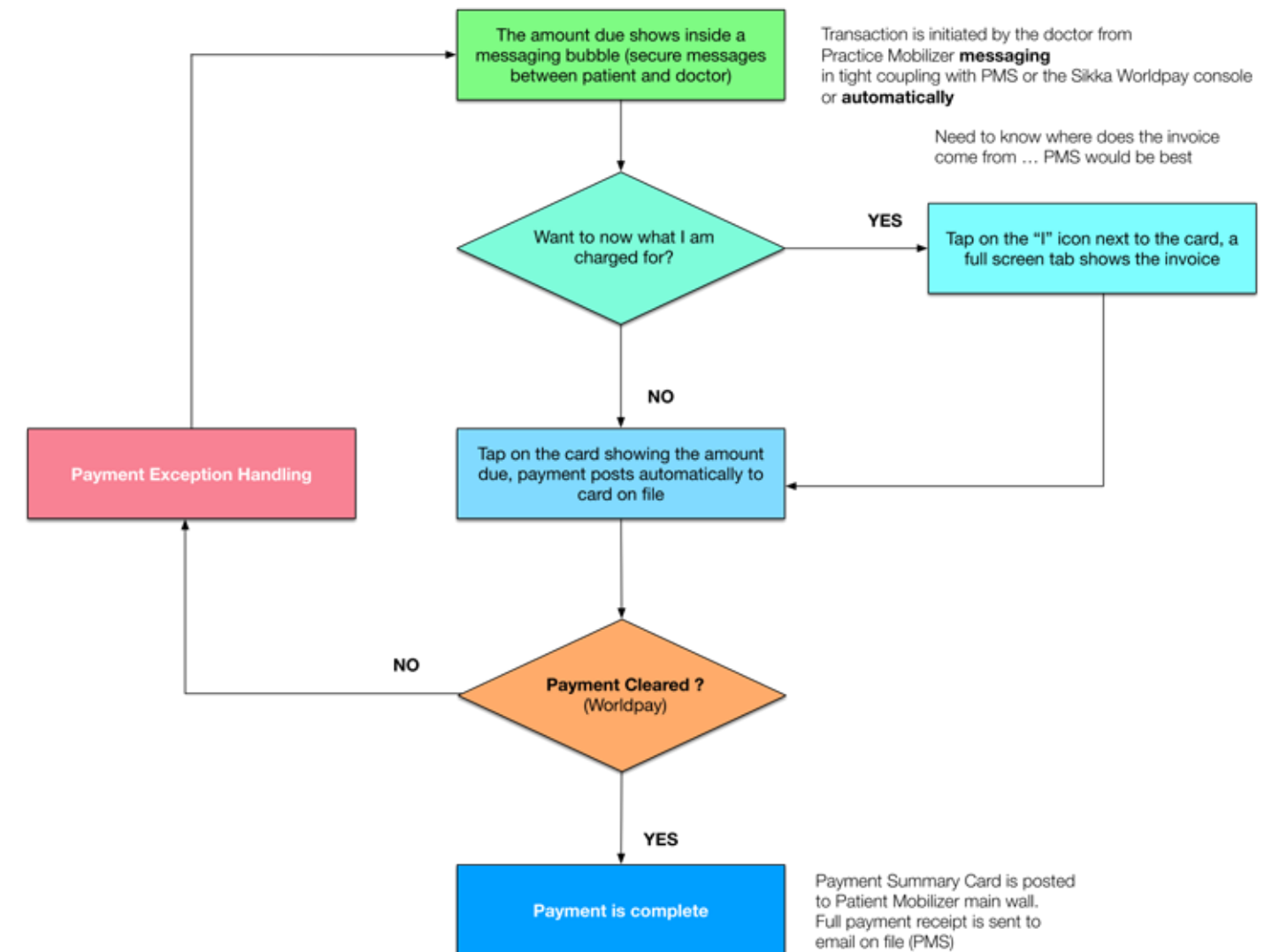
Worldpay PatM v1.7





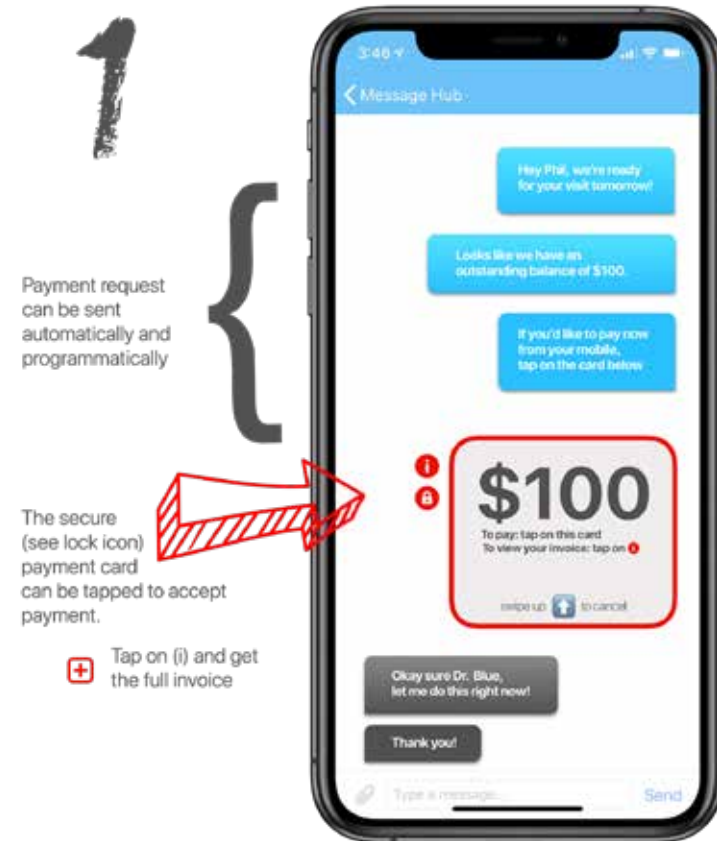
## 1. PAY WITH MOBILIZER MESSAGING

### Flow: Paying a doctor with messaging

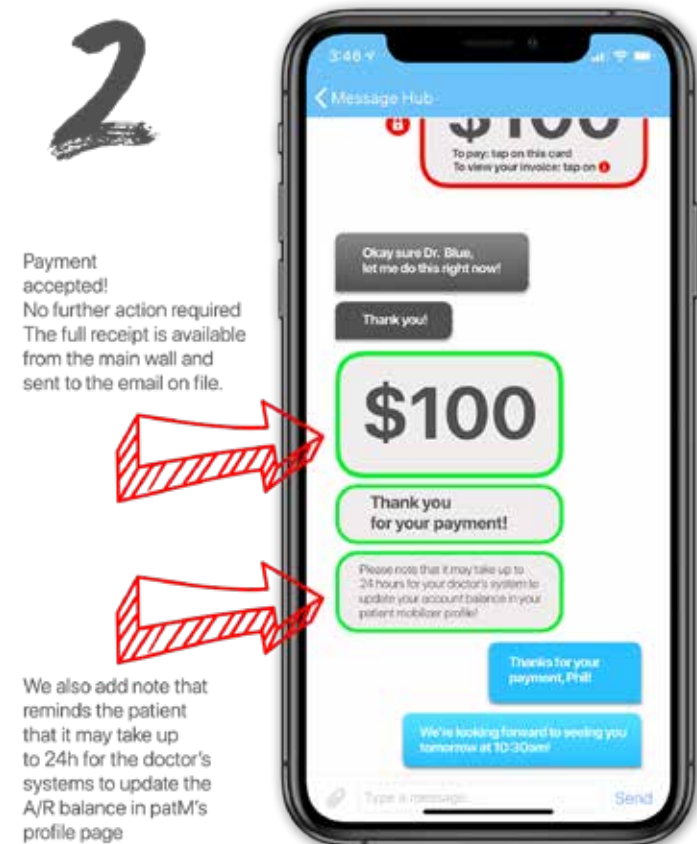


- Payments via messaging are initiated automatically when a balance is due or manually via Practice Mobilizer.
- The payment is acknowledged/authorized by the patient by tapping on the payment card in the messaging flow
- The invoice can be seen at anytime by tapping on the "i" information icon
- Exception handling will be provided if the card is declined (or any worldpay error code)

- **An automatic request** for payment can be sent from the doctor via mobilizer messaging
- This can be done either from Practice Mobilizer or the Sikka Worldpay desktop console
- The payment card is touch sensitive and will complete payment if touched (see 2)
- A tap on the information icon will show a full screen invoice (see 3)
- **Note:** at any point the patient can cancel the transaction by swiping the payment card up



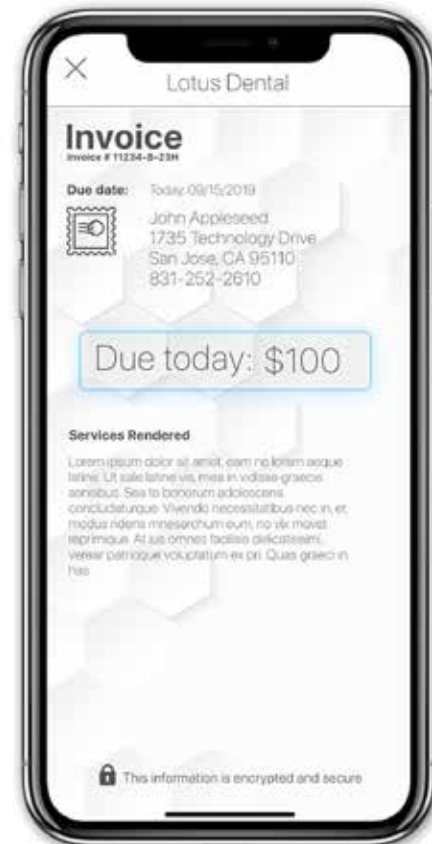
- If the payment is cleared by worldpay, the confirmation is posted directly on the messaging feed
- The receipt for the transaction is available from the main wall and is also sent via email
- In addition, we remind the patient that it may take up to 24 hours for the doctor's system's to update and post the payment to the A/R balance displayed in the profile page on patient mobilizer





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- When tapping on the information icon prior to payment (1) the full invoice is displayed



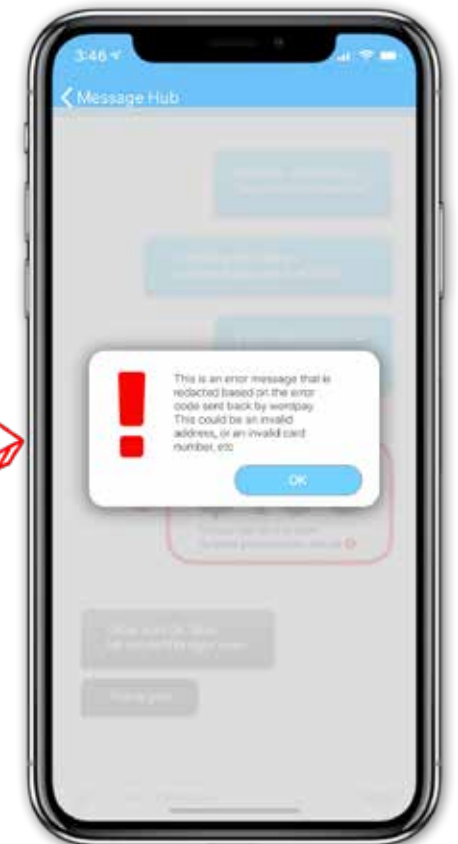
## Payment exceptions handling

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- When we the payment fails for any reason (error thrown by worldpay) then the patient is informed that the transaction failed.



Error messages driven from Worldpay APIs and worldpay error codes.



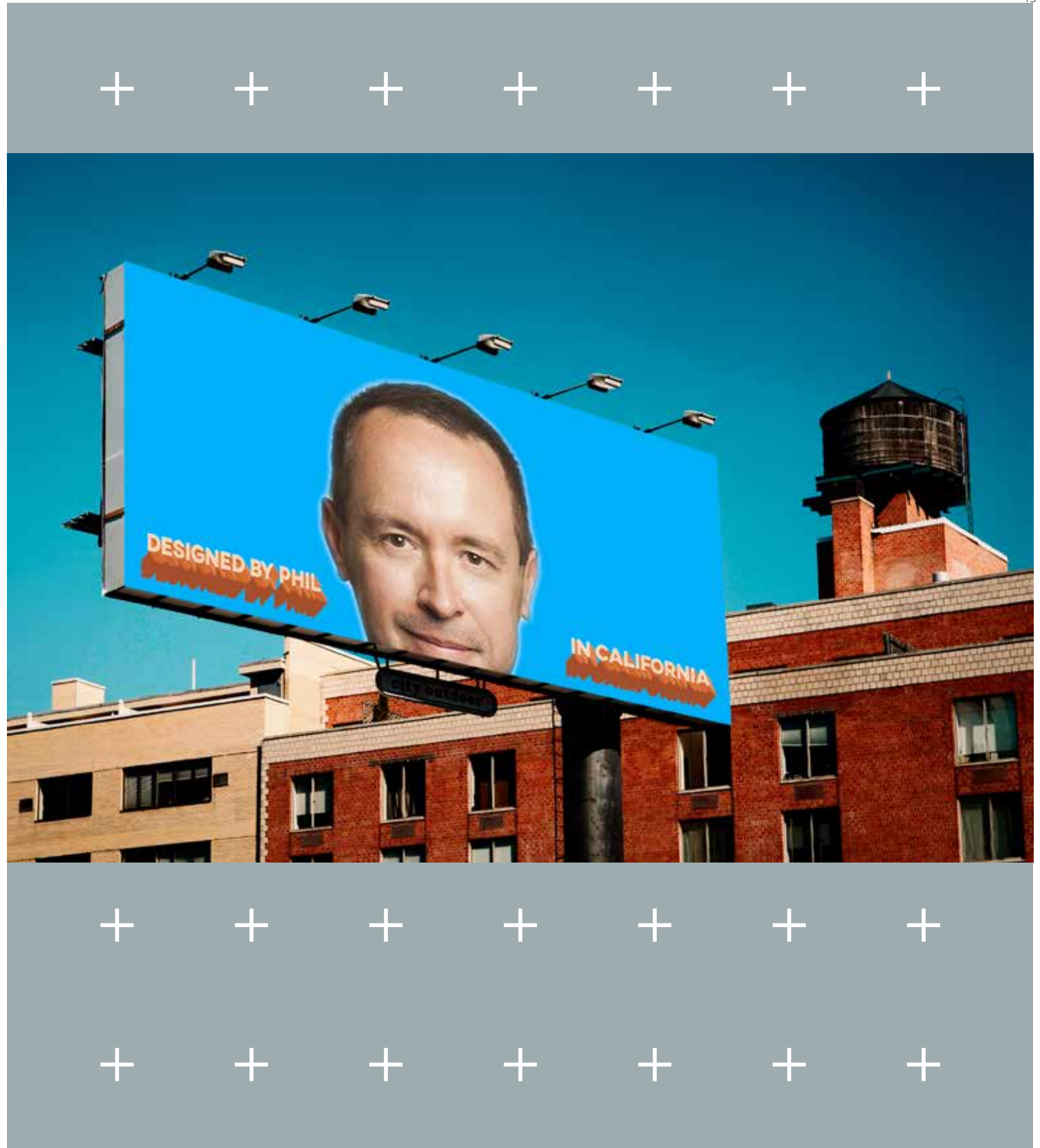
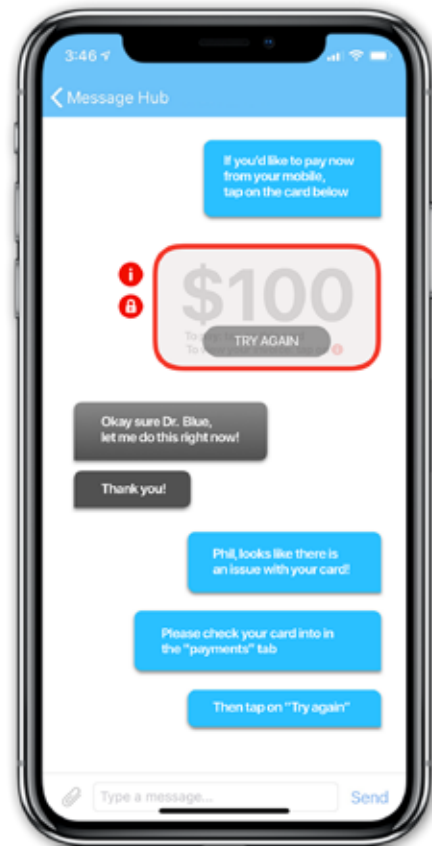
- The payment card is then greyed out with a "Try again" call-to-action that can be tapped at any time
- In addition an automatic message within the flow of the messaging thread informs the patient as well

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After having updated or verified their card information, the patient can try to pay again

Explanation messaging displayed as well



I WOULD LIKE TO HEAR FROM YOU

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