

Information and Questions About Online Bill Payment and Paperless Billing

Online Bill Payment

The Portland Clinic is pleased to offer our patients the ability to pay their bills online using a secure payment portal. Payments are normally credited to your account within three (3) business days.

How long does it take for payments to process?

Payments are processed within three (3) business days, and there is no fee for making an online payment.

Is it secure for submitting my financial information?

We use a secure payment portal administered by our partner InstaMed, which is independently certified as a PCI DSS Level One v3.1 Service Provider. Sensitive card data is processed directly on Instamed's secure PCI level one platform.

Online Bill Pay Refund Policy

All transactions processed on The Portland Clinic's online bill payment system are eligible for a refund if the patient would like to cancel their payment. To request payment cancellation, please contact our Patient Accounts Department at 503-221-2189. Please allow 10-14 business days for a refund card to be issued for a transaction processed through The Portland Clinic online bill payment system.

What credit card types do you accept?

The Portland Clinic accepts Visa, Mastercard, American Express, and Discover.

What if my credit card is rejected?

If for any reason your credit card is rejected, please re-enter your information. Often a rejection is due to mistyped credit card data or misspelled names. If your credit card is rejected repeatedly, please contact your credit card company to determine the cause. Unfortunately, our Patient Accounts Department cannot assist you with issues related to your credit card company.

Sign Up for Paperless Billing

By signing up for paperless billing, you will receive an email notification each month when a new statement becomes available to view in MyChart. This will replace receiving a paper statement in the mail. Even if you are signed up for paperless billing, you will receive a paper statement in the mail as a reminder if your account contains

any charges that are over two months past due, unless you have set up a payment plan with our billing office.

Viewing Your Statement Online

Whether or not you sign up for paperless billing, you will have access to your last three statements online at any time. To view your statements, click the “View last statement” link on the Billing Account Summary page to see your most recent statement, or choose the “View Account Details” link to see your three most recent statements.

Can I view my account balance online?

You can view your most recent statement online, as well as review your current outstanding balance.

Why is my outstanding balance different than my last statement balance?

Statements are sent out monthly. During this time, you may have seen your doctor again or we may have received additional payments. These transactions are reflected in your outstanding balance immediately.

Who can I call with questions about my account, changes in personal information or making payment arrangements?

If you have any questions or would like to talk to a Patient Accounts Representative, please call us at 503-221-2189 during business hours: M-F 10AM-5PM Pacific Time.