Tidewater Health

Integrated Payment Solutions for Dental and Veterinary Practices

Tidewater Health is an integrated payments platform built specifically for healthcare practices that need secure, flexible ways to accept patient payments in-office and remotely, while reducing administrative burden and accelerating collections.

Overview

Tidewater Health supports the full patient payment journey for dental and veterinary practices. The platform is designed to help practices accept payments more easily, communicate payment requests clearly, reduce manual follow-up, and improve the patient experience without disrupting existing operations.

By integrating with leading practice management systems, Tidewater Health helps practices connect payment activity with existing workflows. This gives staff a more efficient way to manage collections, invoices, and payment status while giving patients convenient payment options that match how they prefer to pay.

Who Tidewater Health Is Built For

Tidewater Health is designed for practices that handle patient payments, balances, deposits, recurring visits, or post-appointment billing. It is especially useful for organizations that want to reduce friction at the front desk, make remote payments easier, and improve cash flow through faster collections.

- Dental practices that need simple in-office payments, post-visit billing, and easier patient balance collection.
- Veterinary practices that need fast checkout, digital invoices, deposits, and flexible payment requests for pet owners.
- Multi-provider or multi-location practices that need more consistent payment processes and clearer visibility across locations.

Core Benefits for Healthcare Practices

- **Simplify Patient Payments:** Accept contactless in-office payments, card-present payments, Tap to Pay, Apple Pay, Google Pay, and other convenient payment methods. This gives patients more flexibility while helping staff complete checkout quickly.
- **Get Paid Faster:** Send secure payment requests and e-invoices by text or email so patients can pay without needing to call the office or return in person. Faster payment access can help reduce aging balances and improve cash flow.
- **Reduce Administrative Costs:** Automate billing and collection steps that often require staff time, such as manual phone calls, repeated follow-up, and tracking down unpaid balances. This allows front-office teams to focus more time on patient support and daily operations.

- **Improve Practice Efficiency:** Shorten collection cycles, reduce manual reconciliation work, and create a smoother payment workflow from appointment through follow-up billing. Practices can spend less time managing payments and more time focused on care.

Patient Payment Capabilities

Capability	How It Helps the Practice
In-office payments	Accept payments at the front desk or point of care using secure payment terminals and contactless options.
Remote payment requests	Send secure payment links by text or email for balances, deposits, invoices, or follow-up collections.
Digital wallets and contactless payments	Support modern payment preferences, including Tap to Pay, Apple Pay, and Google Pay.
E-invoicing	Make payment requests easier to understand and easier to complete, reducing staff follow-up.
Practice management integration	Connect payment workflows with existing practice systems to reduce duplicate entry and operational disruption.
Reporting and visibility	Give practice leaders clearer insight into payment activity, collections, and transaction status.

How Tidewater Health Supports the Patient Payment Journey

- **Before the visit:** The practice can request deposits, balances, or pre-visit payments using secure digital payment links when appropriate.
- **At the visit:** Patients can pay in person using card, contactless, mobile wallet, or other supported methods, helping reduce checkout friction.
- **After the visit:** If a balance remains, staff can send a payment request by text or email rather than relying only on phone calls or mailed statements.
- **Ongoing collections:** Automated or streamlined follow-up helps reduce the time staff spend managing unpaid balances and improves consistency across the practice.

Operational Value for Practice Teams

Tidewater Health is not just a payment acceptance tool. It is designed to help the practice operate more efficiently by improving how payment information moves between patients, staff, and practice systems. This can be especially valuable for busy front-office teams that are already managing scheduling, patient communication, insurance questions, and daily administrative tasks.

- Less time spent manually chasing payments and unpaid balances.
- Fewer interruptions from patients calling in to pay by phone.
- More convenient options for patients who prefer digital or contactless payments.
- Improved visibility into payment status and collection activity.

- A smoother experience for staff and patients from checkout through follow-up billing.

Security and Compliance Considerations

Healthcare payment environments require attention to security, privacy, and operational control. Tidewater Health is positioned to support secure payment workflows that help practices protect payment information while improving convenience for patients and staff.

- HIPAA and PCI-DSS compliant payment software.
- Secure payment links help reduce the need to collect sensitive payment information over the phone.
- Contactless and digital payment options can limit unnecessary handling of cards and devices.
- Integrated workflows can reduce duplicate entry and help lower the chance of manual errors.
- Centralized reporting supports better internal oversight of payment activity.