

Medeor Pay by Link

What is medeor Pay by Link?

Medeor® Pay by Link is a simple, secure and convenient way for patients to pay for an in-person or virtual appointment, or when ordering a repeat prescription.

- Patients receive a secure link by either text or email – they choose
- Patients don't need to create an account or download any apps
- Family account holders, carers or guardians can pay all outstanding invoices for all whānau linked to their account

How will you get the payment link?

The reception team will send you a link by text or email, depending on the preference you have asked for. When the link opens your personalised “Outstanding Invoices” payments webpage, your doctor's logo and practice address details will be at the top of the page.

How do I know the payment link is from my doctor?

If you receive a Medeor® payment link by email from you're the practice you can check the email address that the link has been sent from. The link will be sent from your practice's email address and the link in the email will have “<https://paybylink.medeor.co.nz>” at the front of the link. If you receive a link by text, it will also have “<https://paybylink.medeor.co.nz>” at the front of the link. When the link opens your personalised “Outstanding Invoices” payment webpage with your Practice's logo and practice address details will be at the top of the page.

Will I be charged a fee to Pay by Link?

Yes, Medical and Injury centre has a 2% surcharge that is applicable for online payments, these charges will be clearly stated during the payment process, prior to payment.

Is Medeor Pay by Link secure?

Medeor® Pay by Link uses industry standard security to ensure all payments are securely transacted. This includes the encryption of the card capture process (see the lock symbol and <https://> reference in the website URL of your payment link). In addition, Medeor® is independently audited for compliance with the Payment Card Industry Data Security Standard (PCI DSS).

How do I pay using the link?

Click on the link your doctor sends you by email or text, and all your “Outstanding Invoices” are presented on one personalised webpage. If you have more than once

invoice awaiting payment, your most recent invoice will appear last and the full amount owing on all invoices will be displayed at the bottom. You can choose to pay all amounts you owe or enter the amount you can pay today against each of the invoices.

Can I pay by EFTPOS card or bank transfer?

No. Medeor® Pay by Link accepts payments from Visa and Mastercard debit and credit cards only.

Can I pay for whānau linked to my account?

Yes. If you are the family account holder with your doctor's practice, or you are a carer or guardian for whānau linked to your account – then you will be able to pay for all invoices for all whānau from one payment webpage. Talk to your medical centre about account holder settings and how they can work for you.

Will I get a receipt when I pay online?

Yes. On your personalised "Outstanding Invoices" payment webpage, tick the box to receive an email receipt before submitting your payment. By default, this box will be ticked and the account holder's email will be displayed here. You can change the email address or untick if you don't want a receipt.

What if I forget to pay when my doctor sends me a link?

The link your doctor has sent to you will work for 21 days. During the 21 days you can click on it again and choose to pay more towards your invoices. After 21 days, if you haven't paid, or you'd like to make another payment ask your doctor to send you a new link. (Medtech Medeor, 2025)

Medtech Medeor. (2025). Retrieved from medtechglobal.com:
<https://medtechglobal.com/nz/patient-medeor-faq/>