



DATA SHEET

Turn every Epic interaction into a secure payment moment

Launch PCI DSS-compliant payments within Epic workflows, improve patient experience, and accelerate collections

Common challenges within healthcare payment journeys

Payments often happen outside EHR workflows, creating disconnected patient journeys



Poor payment experiences impact patient satisfaction and payment completion



Payment interactions often require staff to switch between systems



Limited visibility into payment activity can slow collections and reconciliation



Growing PCI DSS scope increases compliance burden and risk



The PCI Pal Epic Connector



The PCI Pal Epic Connector enables healthcare organizations to launch secure payments directly from Epic while keeping sensitive card data out of internal systems and environments.

See how it works



Key capabilities

- Launch secure payments directly from Epic workflows
- View patient balances and payment information within Epic
- Return payment outcomes to Epic in real time
- Keep sensitive card data out of Epic systems and internal environments

Healthcare-ready security and compliance

PCI Pal is a PCI DSS Level 1 Service Provider, designed to keep sensitive card data out of:

Epic systems

Call recordings

Agent desktops

Internal environments

Designed to support HIPAA compliance

Customers remain responsible for their own compliance obligations.

Benefits



Improve patient payment experiences



Increase payment completion by reducing friction



Streamline the revenue cycle with real-time payment visibility



Reduce compliance burden by keeping sensitive data out of Epic systems

How it works

01



Patient calls healthcare provider

02



Agent views outstanding balance in Epic

03



Agent launches payment from within Epic system

04



Cardholder enters payment details securely via PCI Pal

05



Sensitive card data is kept out of the contact center environment

06



Payment is encrypted and processed via payment gateway

07



Payment result is returned to Epic in real time, updating the record

See how secure payments work within Epic workflows

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