How can the practice collect the copay for Curbside if not using Instamed Merchant Services?

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The co-pay functionality is for practices that use Instamed for Merchant. Services as this is the only merchant service interfaced with OP. If your practice does not leverage Instamed Merchant Services OP suggests you direct your parents, at the time of scheduling the appointment, to your payment link, if you offer one from your merchant service, on your website.