

Payment is due within 24 hours of receipt of any WonderTree invoice.

QUICK GUIDE

Payment may be made by:



- Interac e-transfer to info@wondertreepractice.ca, OR
- Adding a credit card to ClinicMaster, WonderTree's patient management system, whereby you authorize WonderTree to process payments on your credit card automatically at the end of each session.
- If you require specific information on an invoice to be covered by your benefit plan (eg. family member's name), please make arrangements with team in advance.

You will receive a receipt from WonderTree after the payment is processed.

ACCESSING INVOICES

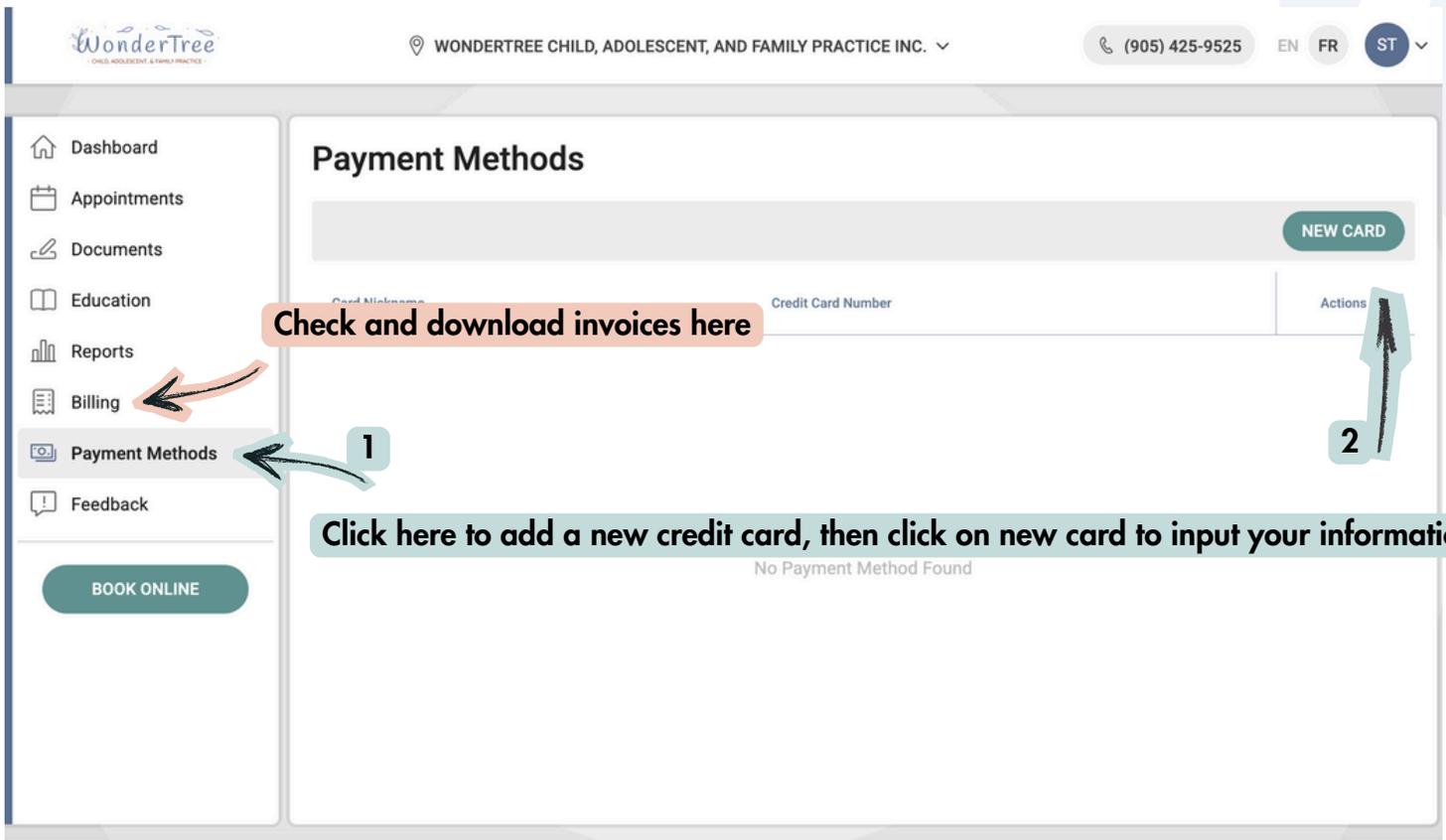
- Invoices are emailed to clients following each session to the email address provided on the ClinicMaster account.
- Invoices can be accessed through the ClinicMaster member portal.
- Note: the member portal shows each client's account balance. If using split payments across parent and child, and your ClinicMaster accounts are linked, you will be able to view both the parent and youth invoices in one portal.

PAYING BY CREDIT CARD

- Accounts with **credit cards already added to your online portal are automatically charged** (please note that if you added a credit card prior to February, 2026, you will need to re-add your card)
- **To add a credit card:**
 - Go to wondertree.clinicmaster.com
 - Click **Sign In** to access the WonderTree portal. Click on "**Payment Methods**" in the left menu bar then "**NEW CARD**" at the top right and add your credit card details

PAYING BY INTERAC E-TRANSFER

- Please use your financial institution's website/app to send an e-transfer to info@wondertreepractice.ca after your session.
- This email address is set up for "Auto-deposit" and should show "WONDERTREE CHILD, ADOLESCENT, AND FAMILY PRACTICE INC" as the recipient name.



WonderTree
CHILD, ADOLESCENT, & FAMILY PRACTICE

WONDERTREE CHILD, ADOLESCENT, AND FAMILY PRACTICE INC. ▾

(905) 425-9525 EN FR ST ▾

Dashboard
Appointments
Documents
Education
Reports
Billing
Payment Methods
Feedback

BOOK ONLINE

Payment Methods

NEW CARD

Card Name
Credit Card Number
Actions

1

2

Check and download invoices here

Click here to add a new credit card, then click on new card to input your information

No Payment Method Found

PAYMENT TROUBLESHOOTING

At WonderTree, we aim to make your experience as smooth as possible.

If something is not working as expected, please contact us at 905-425-9525, info@wondertreeppractice.ca. We apologize for any technical issues and will work to resolve them quickly.

FREQUENTLY ASKED QUESTIONS

I have not received an invoice within 48 hours following a session. What do I do?

- Invoices are typically sent on the same day as a session and an alert will be sent to your email. If you have not received an invoice within 48 hours, please try the following:
 - Log into your ClinicMaster account
 - Click "Billing" in the menu on the left side to check if your invoice is available for download
 - Check your SPAM/Junk-Email folder for the invoice.

Can the name of a parent/caregiver be added to the invoice for a client that is a child/adolescent?

- Yes, we are able to split appointments under parent/caregiver and the youth, assuming the parent/caregiver attended a portion of the session. Please request this of the clinician PRIOR to the session so that the payment is processed accordingly.