How to prescribe for eRx Supervising Providers with Multiple Locations (web)

Last modified on 10/28/2026 10:10 am EDT

This feature will be globally enabled for all customers between February 20, 2025, and March 19, 2025.

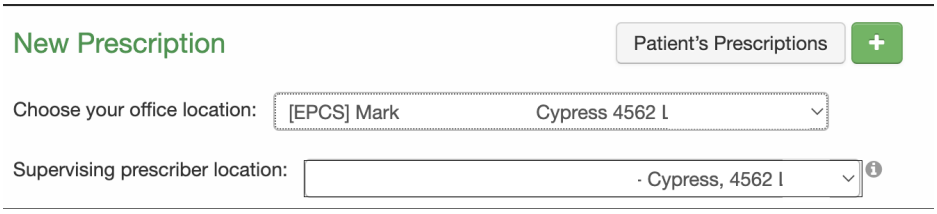
DrChrono has updated the ability to support multiple locations for eRx Supervising Providers.

To set up a supervising provider, please contact DrChrono support with the names of both the provider who requires supervision and the provider who will be supervising.

The supervising provider will not be listed on the prescription if the rendering provider's and supervising provider's addresses do not match exactly in their SPI details. Both addresses must align precisely, with no differences in punctuation, street abbreviations, or suite numbers.

From the Send eRx screen in the patient's chart

1. Choose the Prescriber's [office] location from the drop-down list.
2. Choose the Supervising Provider from the drop-down list.



The Supervising Provider list should only show those with a matching office (SPI) address to the Prescriber.

Scenarios

If...

- the Prescriber's Default Supervising Provider has an office (SPI) address (Address 1 + City + State + Zip) that matches the selected Prescriber's office (SPI) address (Address 1 + City + State + Zip), then set the Supervising Provider to their default supervising provider.
- the Prescriber's Default Supervising Provider ***does not*** have an office (SPI) address (Address 1 + City + State + Zip) that matches the selected Prescriber's office (SPI) address (Address 1 + City + State + Zip), then select the appropriate supervising provider from the list of available doctors that matches the Prescriber's location.
- no Supervising Provider office (SPI) address (Address 1 + City + State + Zip) matches the Prescriber's office (SPI) address (Address 1 + City + State + Zip), then the Supervising Provider field will display as blank.

If the user selects the blank field, this will remove the Supervising Provider element from appearing on the New Prescription.