Add Providers to Your DrChrono Account

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Add a provider to your DrChrono account when a new physician, nurse practitioner, physician assistant, or other clinician joins your practice. DrChrono Support sets up the provider account for you and adds it to your existing contract.

DrChrono offers different plan types depending on your practice's needs. Your account manager can answer your questions about plan types and pricing.

Contact Support to add a provider

Contact our Customer Support team via chat within the app, via email atsupport@drchrono.com, or give us a call at (844) 569-8628.

Allow at least three business days to process the request.

What to include in the support case

If you are adding or replacing a provider, include the following information for the new provider:

- State whether you are adding a new provider or replacing an existing provider
- Practice group ID (shown in **Account** > **Account Settings** > **Profile**)
- First and last name
- Email address
- Office telephone number
- Provider specialty
- Date you want this change completed
- Indicate which provider's settings the Support team should copy when setting up the new provider
- Any special instructions

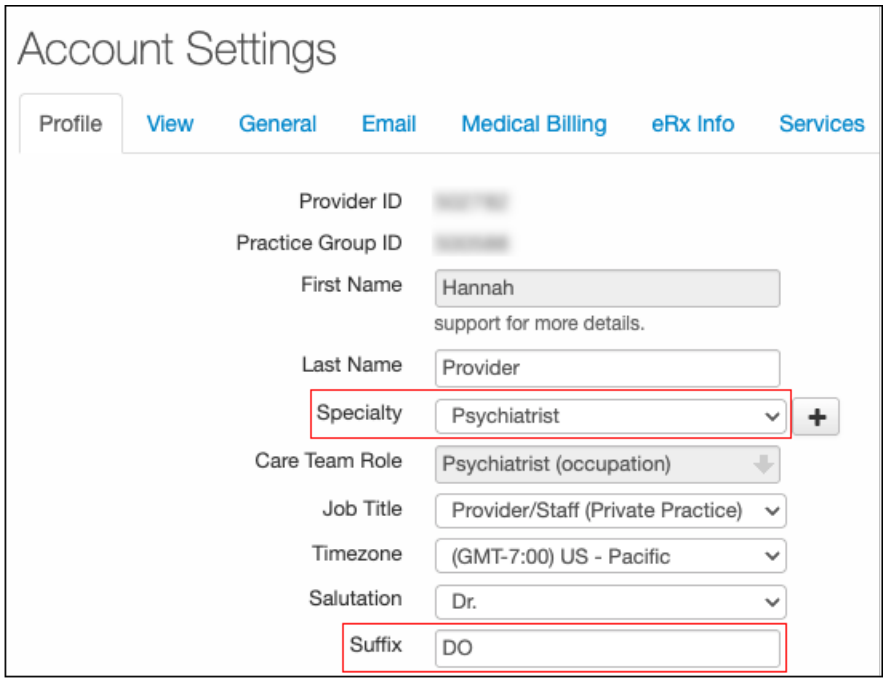
When you add providers to your plan, they are under your existing contract term. Once your account manager receives the information, they will contact you to complete the necessary paperwork to add the provider to your current contract.

Provider accounts are set up differently from staff accounts. Avoid creating a staff or trial account for a provider, as it can complicate the process and delay setup.

What to do after the provider has been added

1. Another practice member must log in to the account for the new provider to appear.
2. Edit the provider's permissions (in **Account** > **Practice Management** > **General Management** > **Providers**) that match the needs of your practice.

3. Select a specialty and add any credentials (suffixes) to the provider's profile (in **Account** > **Account Settings** > **Profile**).



4. If needed, familiarize the provider with using telehealth.