Add Providers

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Create a support case to add a provider to your practice. 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
- 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 the setup.

Provider account types

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

Account Type	Description
Standard	A provider who needs full access, based on plan type, to all aspects of DrChrono
Scheduling only	A provider who only uses scheduling and doesn't need an EHR (clinical notes) or billing
Supervising	A provider who doesn't see their own encounters

What to do after the provider has been added

- Another practice member must log in to the account for the new provider to appear.
- Edit permissions for the provider that match the needs of your practice.
- If needed, familiarize the provider with using telehealth.
- Select a specialty and add any credentials to the provider's profile.