Add Providers

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Create a support case to add a provider to your practice. Allow a minimum of three business days to process the request.

What to include in the support case

- Name of the new provider
- Email address of the new provider
- Account start date

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 created differently from staff accounts. Don't create a staff or trial account for the provider because this complicates the process and increases the time it takes to set up the provider account.

Types of provider accounts

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

Account Type	Description
Standard	A provider who needs full access, based on plan type, to all aspects of DrChrono
Part-time	A provider who sees 74 or fewer encounters per month
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.