How to Disconnect an OnPatient Account After Leaving a Practice

Last modified on 06/11/2025 12:49 pm EDT

In the event a patient needs to discontinue using their OnPatient account, there are two ways the account can be disconnected: by the practice or by the patient.

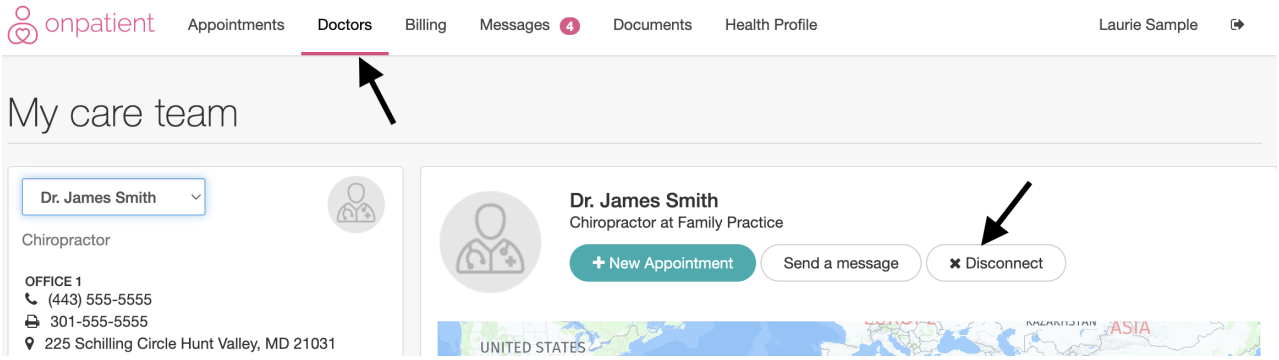
Practice Initiated Disconnect

1. To disconnect a patient, navigate to the patient's chart by going to **Patients** > **Patient List** and selecting the patient or **Search** for a patient's name.

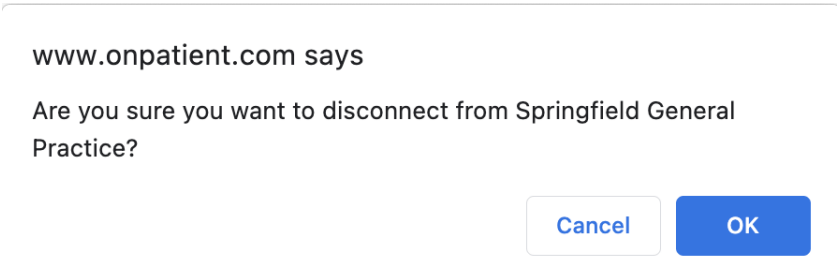
2. Select **OnPatient Access** on the left and click **Revoke Access** under the Access History table.

Patient Initiated Disconnect

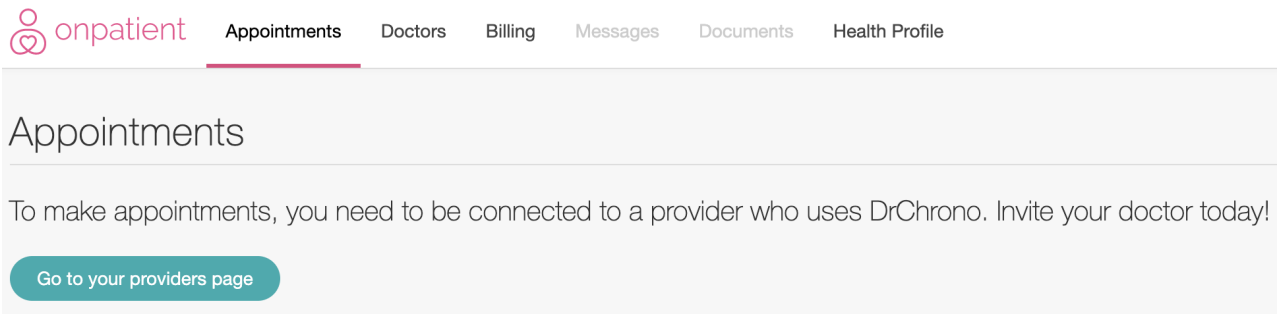
1. After logging in to OnPatient, select the **Doctors** tab and click **Disconnect**.



2. A window will open to confirm, click **OK**.



3. After disconnecting, there will no longer be any information connecting them to the practice.



4. In the patient's chart under **OnPatient Access** you can see that the account was disabled by the patient.

