How to Disconnect an OnPatient Account After Leaving a Practice

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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**.



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



Appointments

To make appointments, you need to be connected to a provider who uses DrChrono. Invite your doctor today!

Go to your providers page

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

Billing

Access History 1

Email	Enabled by	Activated on	Disabled
sample@sample.com	By: James Smith On: June 4, 2021, 9:36 a.m.	Pending 0	Revoke invite
sample@sample.com	By: James Smith On: June 4, 2021, 9:22 a.m.	June 4, 2021, 9:27 a.m.	By: James Smith On: June 4, 2021, 9:36 a.m.
sample@sample.com	By: James Smith On: July 10, 2020, 1:51 p.m.	July 10, 2020, 1:53 p.m.	By: Patient On: June 4, 2021, 9:21 a.m.