

Account Permissions Overview

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A | B | C | D | E | M | P | S | U | V

DrChrono has permissions that can grant or restrict access to different areas of the system. Permissions and their descriptions are listed on the **Permissions** tab of the **Permissions Administration** page (**Account > Staff Permissions > Permissions** tab).

When the permission is disabled, you typically see a “permission denied” message if you try to access a page or feature you’re not authorized to use.

Access All Messages for Practice Group

Turned On	Turned Off
View and manage messages and tasks for all providers in the practice group.	<ul style="list-style-type: none">Providers can only view and manage their own and assigned messages and tasks.Staff can only view and manage messages for their associated primary provider selected on the Edit Office Staff page (Account > Staff Members > Staff tab > select Edit > Primary Provider dropdown).



The practice group (PG) level setting (**Share Communications > Share among all providers in the PG**) must be turned on for the **Access All Messages for Practice Group** user permission to allow message sharing.



The DrChrono Support team manages PG settings. [Create a support case](#) to have the **Share Communications** PG setting turned on or off.

- If the PG setting is turned off (**Share Communications > Do not share communication data**), message sharing is turned off for the practice group regardless of the user’s permission.
- If the PG setting is turned on (**Share Communications > Share among all providers in the PG**), the user setting dictates whether that user can see messages for the entire practice or just for themselves (plus their primary provider in the case of a staff user).
 - The staff member's unread message count is tied to their primary provider’s access.
 - If the primary provider has access to all messages, and the staff member doesn’t, the staff member still sees the primary provider’s message count.

Scenarios

User	Share Among All Providers in the PG (PG Setting)	Access All Messages for Practice Group (User Permission)	Message Visibility and Count
Provider	On	On	All messages and tasks in Message Center

User	Share Among All Providers in the PG (PG Setting)	Access All Messages for Practice Group (User Permission)	Message Visibility and Count
Staff	On	On	All messages and tasks in Message Center
Provider	On	Off	Own + assigned messages and tasks
Staff	On	Off	Own + assigned + primary provider's messages and tasks
Provider	On	On	All messages and tasks
Staff	On	Off	All messages and tasks
Provider	On	Off	Own + assigned messages and tasks
Staff	On	On	All messages and tasks
Provider	Off	On	Own + assigned messages and tasks
Staff	Off	On	Own + assigned + primary provider's messages and tasks
Provider	Off	Off	Own + assigned messages and tasks
Staff	Off	Off	Own + assigned + primary provider's messages and tasks

Access Balance/Ledger

Turned On	Turned Off
Access Billing > Patient Balance Ledger .	No access to Billing > Patient Balance Ledger .

Access Billing

Turned On	Turned Off
Access the Billing menu.	<ul style="list-style-type: none"> No access to the Billing menu. You can still enter codes in appointments and clinical notes on the Billing tab.

Access Clinical Notes

Turned On	Turned Off
Access and view clinical notes in various areas of DrChrono.	Receive a "permission denied" message when trying to view clinical notes in: <ul style="list-style-type: none"> The appointment (both on the schedule and in the patient chart) Clinical > Clinical Notes Live Claims Feed

Access Institutional Billing

Turned On	Turned Off
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Turned On	Turned Off
Enter information for institutional UB04 forms.	Can't enter information for institutional UB04 forms. You see the Institutional Claim toggle switch on the Billing Details screen; however, if you try to turn the toggle switch on, you receive an "access denied" message.

Access Patient Analytics

Turned On	Turned Off
Access to Reports > Patient Report.	No access to Reports > Patient Report.

Access Patient Payments

Turned On	Turned Off
Enter and process payments in the appointment, patient's chart/patient payments, the Live Claims Feed , and the DrChrono EHR app.	Access to Patient Payments is denied when Access Billing and Access Patient Payments permissions are turned off. You receive the "permission denied" message or the "Cash create modal component is broken" error.

Access Patient Statements

Turned on	Turned Off
Access Billing > Patient Statements.	No access to Billing > Patient Statements.

Access RecordSync

Turned On	Turned Off
Access to the RecordSync feature.	No access to the RecordSync feature.

Access Reports

Turned On	Turned oOf
Access Reports > Practice Reports.	No access to Reports > Practice Reports.

Access Scheduling

Turned On	Turned Off
Access the schedule as well as view and schedule appointments.	Can't see or access any of the patient's appointments. Note: Staff accounts must land on the Dashboard when they log in; otherwise, they won't be able to access DrChrono after logging in because they cannot access the schedule. To set this up, go to Account > Account Settings > General tab and select the Use new dashboard home screen checkbox.

Access to eRx

Turned On	Turned Off
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Turned On	Turned Off
<ul style="list-style-type: none"> • Access to the Send eRx function in the patient's chart. • You can prescribe medications. <p>If Send eRx is turned on for a staff user, they can send prescriptions; however, only the provider's name appears on the prescription, not the user's.</p> <ul style="list-style-type: none"> • Access to Account > eRxSettings. 	<p>No access to the Send eRx and eRx Settings features.</p>

Access to Message Center

Turned On	Turned Off
<p>Access the Message Center along with faxing/messaging capabilities from the patient chart and clinical note, allowing you to:</p> <ul style="list-style-type: none"> • View messages • Fax documents • Send referrals 	<p>Can't access the Message Center or perform any tasks in the Turned on description while in the message and/or the patient chart.</p>

Add New Referring Sources

Turned On	Turned Off
<p>Add referring/ordering provider information to a patient chart.</p>	<p>Can't add referring/ordering provider information to a patient chart.</p>

Appointment Provider Selection

Turned On	Turned Off
<p>Staff can schedule appointments for all providers in the practice group.</p>	<p>Staff can only schedule appointments for their associated primary provider selected on the Edit Office Staff page (Account > Staff Members > Staff tab > select Edit > Primary Provider dropdown).</p>

Archive Signed Consent Forms



Turned On	Turned Off
<p>Archive signed consent forms.</p> <p>In a patient chart > Documents section > Signed Consent Forms tab, the Archive Consent Form button appears.</p>	<p>Can't archive signed consent forms.</p>

Related article

[Archiving Signed Consent Forms](#)

Billing Administrator

Turned On	Turned Off
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Turned On	Turned Off
<ul style="list-style-type: none"> • Delete patient payments and unallocate line item payments in the Patient Payments section by selecting the lock icon  . • Access Square setup and settings in Account > Account Settings > Patient Payments tab. 	<ul style="list-style-type: none"> • Can't delete payments or unallocate line item payments. The lock icon  doesn't appear on the Patient Payments tab. • Can't access Square setup and

Related articles

- [Deleting a payment in the Patient Payments system](#)
- [How Do I Unallocate a Payment if it is Posted to a Wrong Appointment?](#)

Bulk Patient EHI Export

Turned On	Turned Off
Export data for all patients in the practice or for one patient.	Can't export data for all patients in the practice or for one patient.

Related article

[Creating a New Request: EHI Export](#)

Configure Decision Support Intervention




Turned On	Turned Off
View, create, edit, or deactivate decision support intervention (DSI) rules.	Can't view, create, edit, or deactivate DSI rules.

Create and Update Contacts

Turned On	Turned Off
Add contacts to the account in the Message Center > Contacts > Create New Contact option when sending a referral.	<ul style="list-style-type: none"> • No access to the Contacts section in Message Center. • Can't add contacts when sending a referral using the Create New Contact option. The window to enter contact information doesn't open.

Create and Update Patients

Turned On	Turned Off
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Turned On	Turned Off
Create patients and grant access to patient charts.	<ul style="list-style-type: none"> • Can't access patient charts or add patients to appointments. • Can't see the Add a New Patient, Edit Patient, or Invite to OnPatient icons    in the Schedule Appointment window. • The New Patient checkbox appears, but if you try to add a patient, you receive an error message. • If you try to select a patient's name in the Message Center, you receive a "permission denied" message. • Can't attach documents to a patient chart.

Customize Clinical Notes Format

Turned On	Turned Off
Turned on by default for providers. <ul style="list-style-type: none"> • Reorder forms in the clinical notes. • Add forms to clinical notes. • Delete forms from clinical notes. • Add page breaks to clinical notes. 	Can view clinical note forms, but can't add, edit, or delete them.

Disable Send to All Patients Option

Turned On	Turned Off
The option to send to all patients on the Email your patients page (Patients > Send Email) is turned off.	The option to send to all patients on the Email your patients page (Patients > Send Email) is turned on.

Drug Interactions Check

Turned On	Turned Off
Access the Drug Interactions section in the patient chart or clinical note.	No access to the Drug Interactions section in the patient chart or clinical note.

Emergency Access

Turned On	Turned Off
Select Emergency Access on the login page to temporarily request the Create and Update Patients , Access Scheduling , and Access Clinical Notes system permissions.	Can't request emergency access.

ePS Enrollment (Edit)

Turned On	Turned Off
Access Billing > Enrollment to see, modify, submit, or delete EDI, ERA, and RTE requests with ePS.	No access to Billing > Enrollment .

ePS Enrollment (Read Only)

Turned On	Turned Off
Access Billing > Enrollment to see EDI, ERA, and RTE requests with ePS and their current status, but can't make any changes or updates.	No access to Billing > Enrollment .

Export Patients

Turned On	Turned Off
Export patient data in bulk in a CSV or bulk export C-CDA files from the Patient List page.	No Export (CSV) or Export (C-CDA XML) buttons appear on the Patient List page.

Manage Accounts

Turned On	Turned Off
Access Account > Staff Members to create, edit, or deactivate accounts for staff members	No access to Account > Staff Members .

Manage App Directory

Turned On	Turned Off
Manage authorized apps in the App Directory .	Can't manage authorized apps in the App Directory .

Manage Care Plans

Turned On	Turned Off
Create and edit care plans.	View care plans.

Manage Care Plans and Show Care Plans permissions logic

The **Manage Care Plans** permission setting overrides the **Show Care Plans** setting. If **Manage Care Plans** = on, you can view and edit care plans regardless of the **Show Care Plans** permission setting.

- **Manage Care Plans** = on
 - Create or edit care plans.
- **Manage Care Plans** = off and **Show Care Plans** = on
 - View care plans
- Both permissions = off
 - Care Plans sections and fields are hidden

Related article

[Create a Patient Care Plan](#)

Manage Document Tag

Turned On	Turned Off
Manage authorized apps in the App Directory .	Can't manage authorized apps in the App Directory .
Turned On	Turned Off
Create, edit, delete, and manage document tags in Tag Management .	Can't create, edit, delete, or manage document tags in Tag Management .

Manage Form Tags

Turned On	Turned Off
Create new or delete existing clinical form tags.	Can't create new or delete existing clinical form tags.

Manage Permissions

Turned On	Turned Off
Access Account > Staff Permissions to add or remove permissions to staff or provider accounts.	No access to Account > Staff Permissions .

Manage Templates

Turned On	Turned Off
Access Clinical > Form Tools to create and edit clinical forms.	No access to Clinical > Form Tools to create and edit clinical forms.

MIPS Decision Support Intervention

Turned On	Turned Off
Manage MIPS decision support intervention.	Can't manage MIPS decision support intervention.

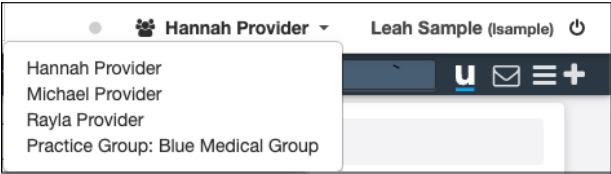
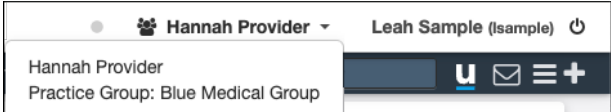
Practice Patient Chart Header Settings

Turned On	Turned Off
Customize the patient chart header settings for the practice at the administrative level.	Can't customize the patient chart header settings for the practice at the administrative level.

Practice Patient Chart Sidebar Nav Settings

Turned On	Turned Off
Customize the patient chart sidebar settings for the practice at the administrative level.	Can't customize the patient chart sidebar settings for the practice at the administrative level.

Provider Dropdown

Turned On	Turned Off
<p>Access multiple providers in a practice group.</p> 	<p>Can only access information for their associated primary provider selected on the Edit Office Staff page (Account > Staff Members > Staff tab > select Edit > Primary Provider dropdown).</p> 

SAML SSO Admin Dashboard

Turned On	Turned Off
View the SAML SSO Dashboard to review and approve SSO requests.	Can't view the SAML SSO Dashboard .

Settings

Turned On	Turned Off
View and edit multiple setting profiles as well as APIs.	Can't view and edit multiple setting profiles or APIs.

Account Settings

Turned on + Settings Turned On	Turned Off
Access the Account Settings page. Required: Settings permissions turned on.	No access to the Account Settings page.

Custom Field Settings

Turned on + Settings Turned On	Turned Off
Access the Custom Manage Data page. Required: Settings permissions turned on.	No access to the Custom Manage Data page.

Office Settings

Turned on + Settings Turned On	Turned Off
Access the Manage offices page. Required: Settings permissions turned on.	No access to the Manage offices page.

OnPatient Settings

Turned on + Settings Turned On	Turned Off
Access the onpatient Settings page. Required: Settings permissions turned on.	No access to the onpatient Settings page.

Share Patients

If your practice has more than one provider, you can turn on the **Share Patients** permission so that patients can be seen by different providers in the practice group other than their primary provider.

Turned On	Turned Off
View and interact with all patients in the practice group whose primary provider differs from the primary provider selected on their staff account settings.	Only view and interact with patients whose provider is the same as the primary provider selected on the Edit Office Staff page (Account > Staff Members > Staff tab > select Edit > Primary Provider dropdown).



Staff members' permissions are independent of their linked provider.

Scenarios

User	Share Patients Permission	Patient Visibility
Provider A	Off	Can only see their own patients
Provider B	On	Can see A, B, C, or all patients in the PG Can all patients in the practice group
Provider C	On	Can see all patients in the practice group

User	Share Patients Permission	Patient Visibility
Staff A (linked to provider A)	Off	Can only see provider A's patients regardless of whether provider A has the permission on or off.
Staff A (linked to provider A)	On	Can see all patients in the practice group
Staff B (linked to provider B)	Off	Can only see provider B's patients regardless of whether provider B has the permission on or off.
Staff B (linked to provider B)	On	Can see all patients in the practice group

Show Billing Summary

Turned On	Turned Off
Access Billing > Billing Summary .	No access to Billing > Billing Summary .

Show Billing Tab

Turned On	Turned Off
Access the Billing tab in the appointment window and clinical note.	No access to the Billing tab in the appointment and clinical note.

Show Care Plans

To understand how the **Manage Care Plans** and **Show Care Plans** permissions work together, see [Manage Care Plans and Show Care Plans permissions logic](#).

Turned On	Turned Off
View care plans.	Can't view care plans.

Show Patient Balance

Turned On	Turned Off
<ul style="list-style-type: none"> The patient's balance is shown in the appointment. Provides access to the Balance tab in the patient chart. 	<ul style="list-style-type: none"> The patient's balance doesn't appear in the appointment. The Balance tab isn't available in the patient chart.

Sign/Lock Clinical Notes

Turned On	Turned Off
Sign and lock clinical notes. The Sign & Lock button appears when the note is previewed. If turned on for a staff user, they can sign and lock clinical notes; however, the provider's name will appear on the note, not the user's.	No Sign & Lock button when you preview a note.

Single Patient EHI Export

Turned On	Turned Off
Export data for a single patient.	Can't export data for a single patient.

Use iPad EHR

Turned On	Turned Off
Log in and use the DrChrono EHR app for iPhone and iPad.	The DrChrono EHR app shows an error when you attempt to log in to the app. If this permission is turned off while you're logged in, an error message appears, and you are logged out of the EHR app. When you try to log in again, you're alerted that you don't have access to the EHR app.

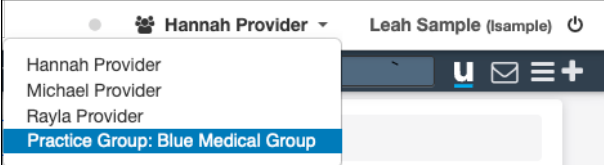
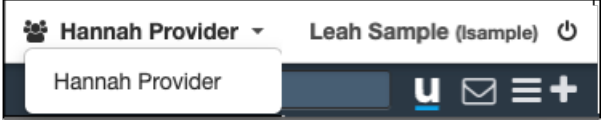
User Patient Chart Header Settings

Turned On	Turned Off
Customize the patient chart header settings at the user level.	Can't customize the patient chart header settings at the user level.

User Patient Chart Sidebar Nav Settings

Turned On	Turned Off
Customize the patient chart sidebar settings at the user level.	Can't customize the patient chart sidebar settings at the user level.

View Practice Group

Turned On	Turned Off
View the collective information for all providers in the practice.	Can only see the information for the individual providers you have access to.
	

Related article

[Practice Group Dropdown](#)