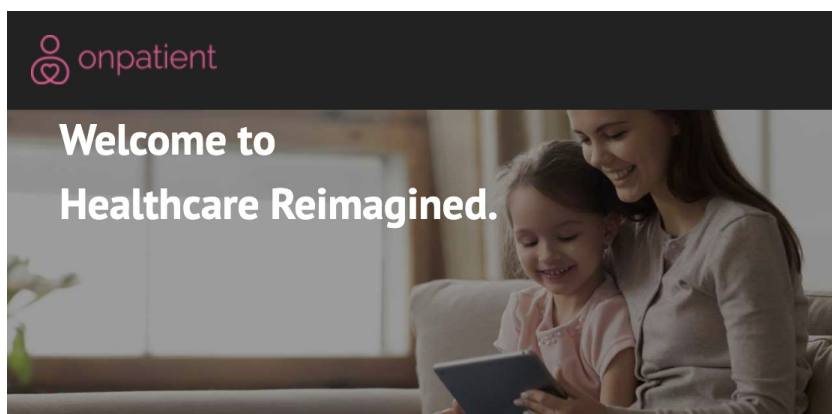


My patient already has OnPatient account with another office. Can I connect them to my OnPatient?

07/08/2024 7:28 pm EDT

If a patient already has an OnPatient account with a different provider outside of your organization, they can also be connected to the OnPatient portal associated with your account.

1. [Invite](#) the patient as you normally would.
2. The patient will receive the invitation in their email. In the example below, the patient is already connected to an OnPatient account. The patient clicks **Sign Up Now**.



Hello Jenny Harris,

Good day and hope you are doing well! I am inviting you to connect with me through my patient portal onpatient. onpatient is a platform that allows you to view your medical records, schedule appointments, fill out forms before coming into the office, and securely communicate with your doctors.

[Sign Up Now](#)

Thank you,
Dr. Dustin Croft.

3. The patient will be taken to the OnPatient sign-up site. Next, select **Log in** next to **Already have an account?**

Dr. Dustin Croft invites you to access your patient records

Sign up

First name

Last name

Email

Create Password

Already have an account? [Login](#)

4. The patient will be prompted to verify their account by entering their **Date of Birth** and **Phone Number** and selecting **Confirm and Connect**.

Dr. Dustin Croft invites you to access your patient records

We need the following information to confirm your identity:

Date of Birth

Phone Number

5. The patient will be able to see both organizations under the **Doctors** tab. The patient can also book appointments, send/receive messages, and view their health summary as usual.

My care team

Dr. James Smith



General Practice
DOWNTOWN SALT LAKE CITY
(801) 555-5555
123 Fake St. Salt Lake City, UT 12345

SALT LAKE CITY
(801) 555-5555
456 Fake St. Salt Lake City, UT 12345

OGDEN
(801) 555-5555
123 Fake St. Ogden, UT 12345

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Dr. Jane Jones



Ophthalmologist
PRIMARY OFFICE
(443) 555-5555
(301) 555-5555
225 Schilling Circle Hunt Valley, MD 21031

TELEHEALTH
(443) 555-5555
225 Schilling Circle Hunt Valley, MD 21031

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Dr. Jane Jones
Ophthalmologist at Springfield General Practice

+ New Appointment Send a message Disconnect



Notes

Add a note...

Submit