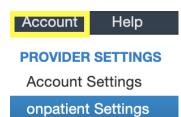
OnPatient FAQ: Why can't my patients see statements in OnPatient?

07/08/2024 7:34 pm EDT

If your patients are not receiving patient statements via OnPatient, you may not have enabled the setting for onpatient statements. If the setting is enabled, each time you send a statement on the statements page of the DrChrono EHR, a copy of the statement will be delivered to their OnPatient account.

Enabling OnPatient Statements

• Go to Account > OnPatient Settings.



Account Setup

Custom Fields

API

App Directory

• Click on the Communication tab. Check the Automatically send patient statements to OnPatient box. Click Update OnPatient Settings to save your changes.

Doctor	Appointments		Communication
Allow patients to send and receive messages from onpatient			
	nts to view their I notes in CCDA		
custom de	to select which mographics will n on onpatient & Check-In App	✓	If unchecked, no custom demographics will be shown
	ally send patient nts to onpatient	<u>~</u>	
Sho	w lab results on onpatient	✓	Patients will be able to see the results of labs you order via their onpatient account.
Automate	Patient Invite to onpatient	✓	The system will send an email to the patient for onpatient on-boarding after the first appointment.
Show office	es on onpatient	~	Patients on onpatient will be able to view the offices only if this is set to True
		ln	vite all patients now!
		U	Update onpatient Settings