

# Sending Files to Your Patient

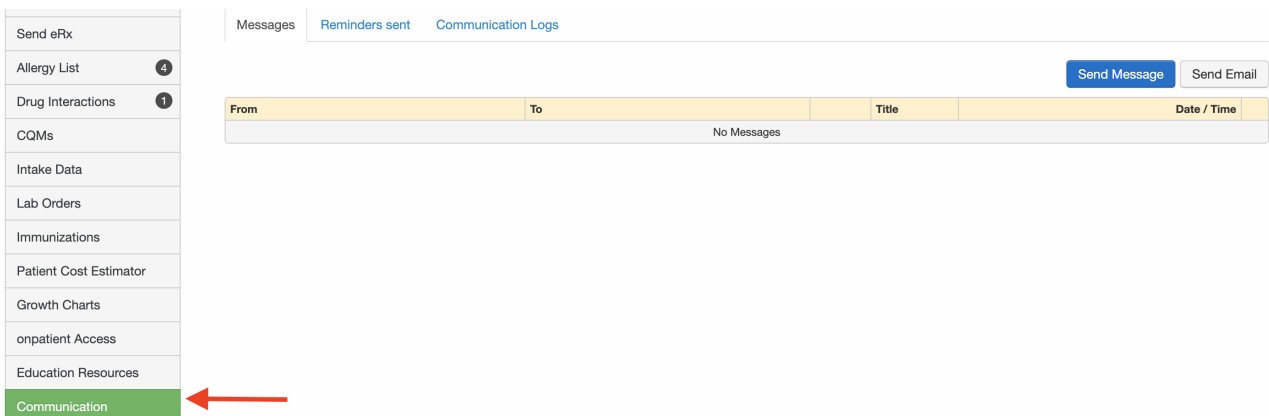
07/08/2024 7:34 pm EDT

When your patient is signed up with OnPatient, you have the ability to securely send any patient files to them which they can access by logging in to the portal.

The supported file types that are accepted with OnPatient messaging are JPEG, PDF, TXT, GIF, and PNG.

## Navigation

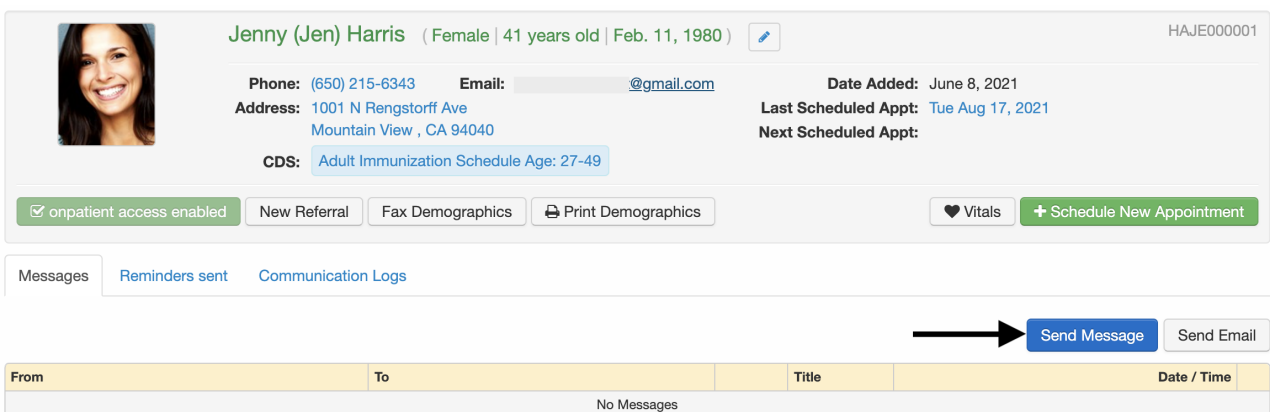
To send files to your patient, you'll need to reach the DrChrono EHR communications page. To reach the communications page, you need first to open your patient's chart and select the **Communication** section.



The screenshot shows a vertical navigation menu on the left side of a patient's chart. The menu items include: Send eRx, Allergy List (with a '4' notification badge), Drug Interactions (with a '1' notification badge), CQMs, Intake Data, Lab Orders, Immunizations, Patient Cost Estimator, Growth Charts, onpatient Access, Education Resources, and Communication. The 'Communication' item is highlighted in green, and a red arrow points to it from the right.

## Sending Attachments

On the communications page, make sure you are on the **Messages** tab. On the messages tab, you'll see a blue **Send Message** button. Click on this button to open up a new message.



The screenshot shows the patient's communication page for Jenny (Jen) Harris. At the top, there is a patient profile card with a photo, name, gender, age, and date of birth. Below this, there are fields for phone, email, address, and CDS. A row of buttons includes 'onpatient access enabled', 'New Referral', 'Fax Demographics', 'Print Demographics', 'Vitals', and 'Schedule New Appointment'. Below the profile card, there are tabs for 'Messages', 'Reminders sent', and 'Communication Logs'. The 'Messages' tab is active, and a blue 'Send Message' button is highlighted with a black arrow pointing to it from the left. Below the tabs, there is a table with columns for 'From', 'To', 'Title', and 'Date / Time', which currently shows 'No Messages'.

On your new message, select the button titled **Attach a file**.

## Send message to Jenny (Jen) Harris [HAJE000001]

To: Jenny (Jen) Harris [HAJE000001] ▼

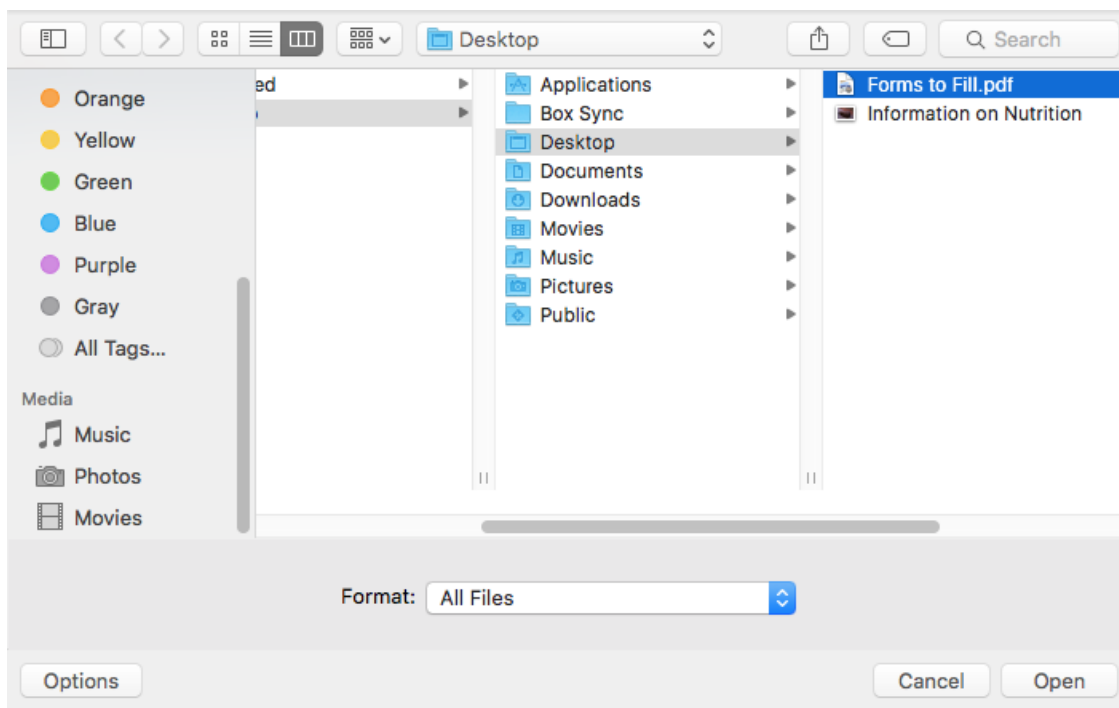
Subject:

Message: **A Normal text** ▼ **Bold** *Italic* Underline x<sub>2</sub> x<sup>2</sup> [List Icons]

Attachments: **Attach a file** ←

**Send Message**

You'll be prompted to browse for the file you would like to send. Search for your file and hit open.



Notice that your documents have now been attached to the message. Fill out the remainder of the message and select **Send Message**.

## Send message to Jenny (Jen) Harris [HAJE000001]

To Jenny (Jen) Harris [HAJE000001] ▼

Subject Your Patient Documents

Message **A Normal text** ▼ **Bold** *Italic* Underline  $x_2$   $x^2$     

Have a look at these files

Attachments

**Attach a file**

- ✓ Forms to Fill.pdf 7.3kB
- ✓ Information on Nutrition.png 0.2MB

**Send Message** ←

Your message alongside your attachments will be sent to your patient. You can review the messages that you have sent along with the attachments associated with those messages in the message center under **Sent Messages**.

### Your Patient Documents

**From:** Thomas Your

 [View associated patient Jenny \(Jen\) Harris](#)

 [Save Attachment to Jenny \(Jen\) Harris's Chart](#)

 [Audit Log](#)

Notes

**+ Add**

Have a look at these files

- [Forms to Fill.pdf](#)
- [Information on Nutrition.png](#)