

Communicating with Your Patients

09/10/2024 10:16 pm EDT

Under the **Communication** tab in the patient's chart, you can find the log for patient communication. Messages sent through OnPatient, reminders sent, and phone logs.

The screenshot shows a patient chart for Laurie Sample. The left sidebar has the 'Communication' tab highlighted in green. In the main content area, the 'Communication Logs' tab is selected, showing a table of messages. A green box with the text 'Communication' and an arrow points to the 'Communication Logs' tab.

Messages Reminders sent **Communication Logs**

Messages

This is a log of all the messages the patient has sent or you have sent through OnPatient.

Messages Reminders sent Communication Logs

From	To	Title	Date / Time	
Dr. James Smith	Laurie Sample	Lab Results	Apr 06, 2022 11:21 a.m.	Retract from onpatient
Dr. James Smith	Laurie Sample	Clinical Summary	Mar 04, 2022 3:46 p.m.	Retract from onpatient
Laurie Sample	Dr. James Smith	Attached Files	Feb 22, 2022 8:27 a.m.	

If you have **OnPatient enabled** for the patient, you may click the blue **Send Message** to securely message the patient to their OnPatient account.

You may select **Send Email** to send an email to a patient, a group of patients, or all of your patients.

Send Message Send Email

Note: DrChrono prohibits sharing PHI (protected health information) via the Send Email feature. For more information on the send email feature, see our article [here](#).

Reminders Sent

This is a list of all of the appointment reminders that have been sent to the patient. You can see the confirmed status here as well.

Date Sent	Type	Confirmed
Tue Aug 09, 2016 9:57a.m.	SMS Text	✔ Text Message Sent
Tue Aug 09, 2016 9:57a.m.	Email	✔ Email Sent
Mon Aug 08, 2016 1:57p.m.	Email	✔ Email Sent
Sun Aug 07, 2016 1:56p.m.	Email	✔ Email Sent
Thu Aug 04, 2016 1:56p.m.	Email	✔ Email Sent

Communication Logs

See all of your phone logs here. You can also create new phone logs here. To learn more about how to create new phone logs check out [this article](#).

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Time	Duration	Title	Message	Cash Charge	Type	Appointment	
	5			\$		[206904440] 03/31/22 07:50 Laurie t	Log Communication
Wed April 06, 2022 11:34AM	15	Discussed Treatment Options		\$0.00	Call	[206904440] 03/31/22 07:50 Laurie Sample:	View Assign Task Archive
Jan 4, 2022 7:49:21 AM	5	Call	Patient called about medications.	\$0.00			View Open Task Archive