Taking a Picture of Insurance Cards in the Check-In App

07/08/2024 7:40 pm EDT

Your patients can take pictures of their insurance cards (front and back) right from the DrChrono check-in app.

1. To take a picture of the insurance card, the check-in app must be in the onboarding section. Select the patient from the appointment list and tap **Start Onboarding**.

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Filters	Today√	Ċ	Patient Notes	CDS Matches (1)	Flags (4)		
Q Search	Appointment			enny (Jen) Harris (Fer	male 41 02/11/198	80)	This is a Sample Patient In the Main Menu, you can Add
	enny (Jen) Harris	Exam 1		none (650) 215-6343 nart ID HAJE000001			Patients, Customize Workflow and turn off Sample Data in Settings.
	0/20 00140AW	Examin	Ne	ew Appointment Elig	ibility		Start Onboarding
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			09/28 09:40AM	Exam 1		James Smith	
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			6				
				Tap here to create notes			
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2. Hand over the iPad so the patient can start filling out their information.

Staff Unlock	Please Hand th	ne iPad to:		START
	Patient Name Jenny (Jen) Harris	Onboarding Language English Span	ish	
	Consent forms for this appointment			
	HIPAA Data Use Agreement		>	
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3. There's now a section where the patient can take pictures of their insurance cards. They need to tap the pencil icon (



:41 AM Tue Sep 28			
Staff Unlock	English Es	spañol	
Primary Insurance			1
Insurance Company Aetna Plan Name	Insurance ID 12345678ABC Patient Student Status N	Group Num 987654321	
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Secondary Insurance			1
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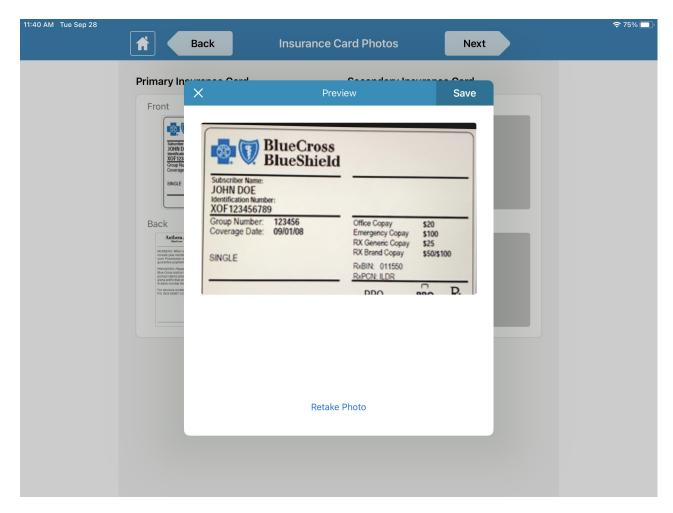
4. Click on each box to take a picture of the front/back first/second insurance card using the iPad's camera.

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	Primary Insurance Card	Secondary Insu	rance Card	
	Front Tap Here to Take F	Photo Tap He	ere to Take Photo	
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5. Line up the insurance card with the box on the screen and snap the photo!

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	BlueCross BlueShield	Office Copey \$20 Emergency Copey \$106 RJ. Generic Copey \$25 RJ. Brand Copey \$25 RJ. Brand Copey \$50(\$106 Rv611: \$11556 EvEC11: LDR	
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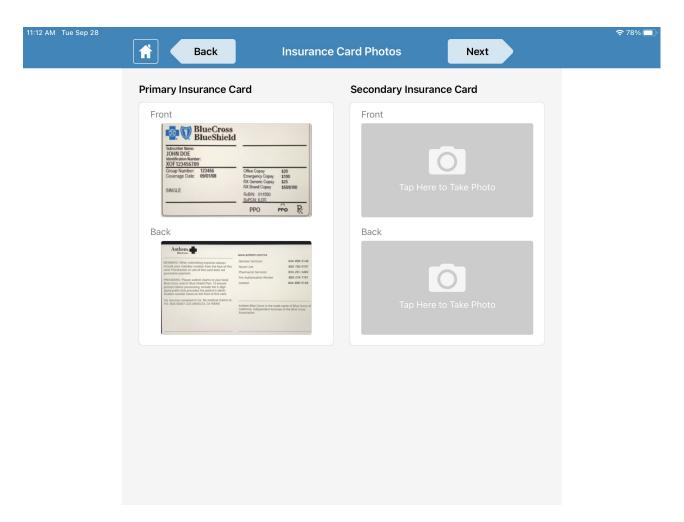
6. Click the **Save** button if the picture looks good.



7. Make sure to get a picture of the back of the insurance card with the same steps as the front.

		Back	Insurance Card Photos	Next
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Position c	ard in frame			
			Retake Photo	

8. And you're done!



FAQ

Once the patient has taken the pictures, where do we see them on the DrChrono EHR web?

You can see these insurance card photos under the Patient Demographics Insurance tab.

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Can my patients use their webcam with OnPatient to take a photo of their insurance card?

At this time OnPatient does not have this functionality.

What if I want to have our staff take the photos of the insurance card? Where can they do this?

If you open a Patient Chart in the iPad EHR app and tap on the **Patient Information** tab, you can take the pictures yourself.

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	Jenny (Jen) Harris (Female	41 02/11/1980)、	
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Patient Information	onpatient: On Health 30-Day Sn	apshot	Audit Logs
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A∏ Labs	Identification Number: XOF123456789 Group Number: 123456 Office Copay	Blue Cross and/or Blue Shield Plan. To ensure prompt claims processing, include the 3-digit alpha prefix that precedes the patient's identi- fication number listed on the front of this card.	Contact 844-898-5148
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