

Health Gorilla is not Loading in my DrChrono Account

07/08/2024 7:41 pm EDT

If the Health Gorilla window does not load in your account, it could be an issue with your browser's cookie settings. This article will review how to change your browser's settings to utilize Health Gorilla in your account for Safari and Chrome browsers.

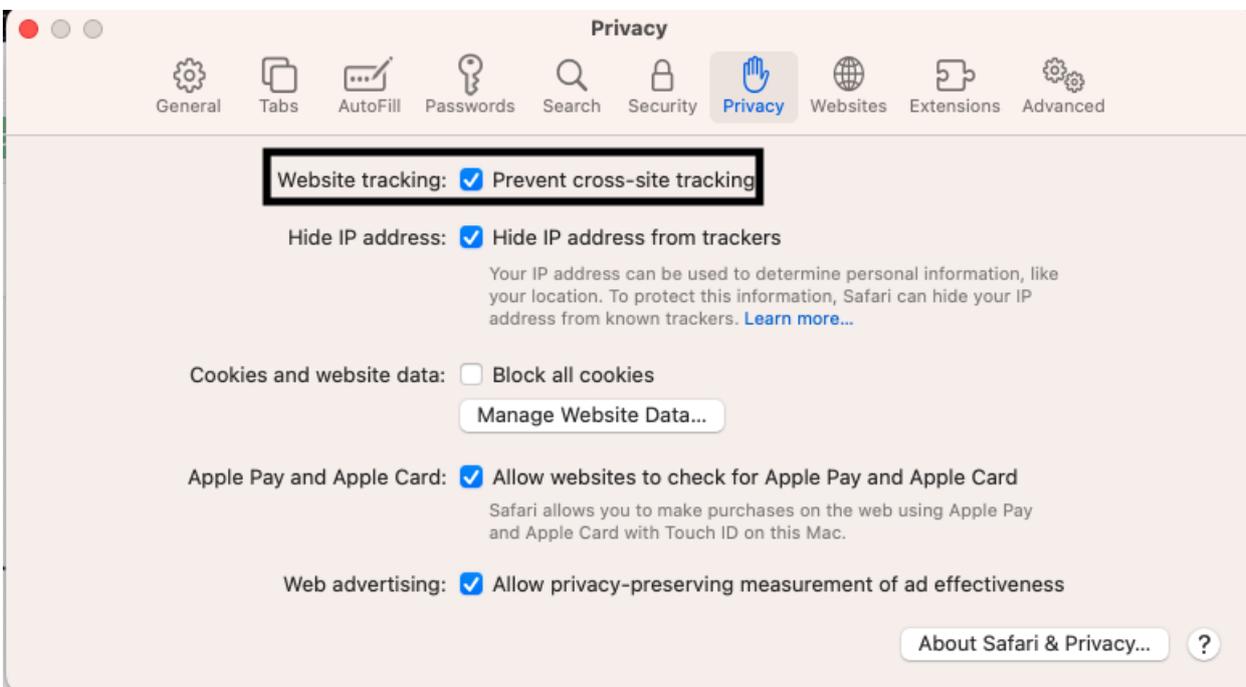
Safari

When accessing Health Gorilla in the patient's chart or clinical note, you may see a screen similar to the one below.



The screenshot shows a patient chart for Laurie T. Sample. On the left is a sidebar with menu items: Demographics, Appointments, Clinical Dashboard, Documents, Eligibility, Tasks, Problem List, Medication List, Send eRx, and Allergy List. The main content area displays patient information: Name (Laurie T. Sample), Gender (Female), Age (32 years old), Date of Birth (Dec. 8, 1990), Phone, Email, Address, Date Added, Last Scheduled Appt, and Next Scheduled Appt. Below this is a CDS section with two alerts: 'Patient must have documented allergies' and 'Adult Immunization Schedule Age: 27-49'. At the bottom of the patient info are buttons for 'onpatient access enabled', 'New Referral', 'Fax Demographics', 'Print Demographics', 'Apple Health App Data', 'Vitals', and 'Schedule New Appointment'. A modal dialog is open in the center with the following text: 'Cookies are not turned on or not supported by your browser. You can try and enable cookies specifically for Health Gorilla by clicking the link below. Please click here to enable access to Health Gorilla for drchrono. If you see this page for the second time it means your browser blocks cookies permanently and we can not do much about it. Please check your browser settings and allow cookies for https://www.healthgorilla.com or contact support@healthgorilla.com.'

In order to load the Health Gorilla window, go to the Safari preferences and select the **Privacy** tab. Uncheck the **Prevent cross-site tracking** box. Refresh the page to load the Health Gorilla window.



The screenshot shows the Safari Privacy preferences window. The 'Privacy' tab is selected. The 'Prevent cross-site tracking' checkbox is checked and highlighted with a black box. Other settings include: 'Hide IP address' (checked), 'Cookies and website data' (unchecked), 'Apple Pay and Apple Card' (checked), and 'Web advertising' (checked). A button for 'About Safari & Privacy...' is visible at the bottom right.

Chrome

When using the Chrome browser, you may see a screen prompting you to log in to Health Gorilla. After attempting to log in, you will see a message that says the app cannot connect.

 **Laurie T. Sample** (Female | 32 years old | Dec. 8, 1990) SAJA000001

Phone: (650) 555-5555 Email: sample@fake.com Date Added: Jan. 4, 2022
Address: 123 Fake St, Sunnyvale, CA 94089 Last Scheduled Appt: Fri Jul 14, 2023
Next Scheduled Appt: Fri Jul 21, 2023
CDS: [Patient must have documented allergies](#) [Adult Immunization Schedule Age: 27-49](#)

onpatient access enabled [New Referral](#) [Fax Demographics](#) [Print Demographics](#) [Apple Health App Data](#) [Vitals](#) [+ Schedule New Appointment](#)



Log in

Please make sure you have cookies enabled and try again.

Remember me [Forgot password?](#)

[LOG IN](#)

 [Sign in with DrChrono](#)

 **Laurie T. Sample** (Female | 32 years old | Dec. 8, 1990) SAJA000001

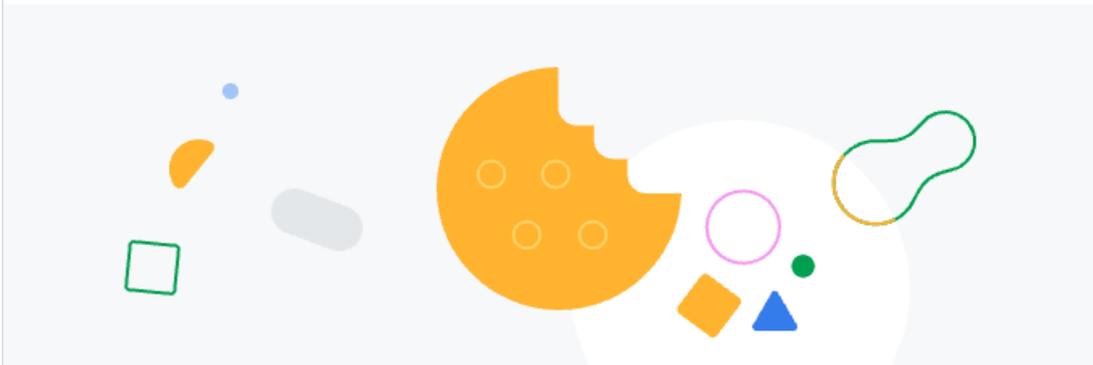
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app.drchrono.com refused to connect.

For the window to load, you must allow cookies in your browser settings. Go to Chrome's settings and select Privacy and Security. Allow cookies and refresh the page to load the Health Gorilla window.



General settings

- Allow all cookies ^
 -  Sites can use cookies to improve your browsing experience, for example, to keep you signed in or to remember items in your shopping cart
 -  Sites can use cookies to see your browsing activity across different sites, for example, to personalize ads
- Block third-party cookies in Incognito v
- Block third-party cookies v
- Block all cookies (not recommended) v