# OnPatient FAQ: Why isn't my office showing up in OnPatient?

07/08/2024 7:44 pm EDT

If your patient cannot see an office in their OnPatient portal, you may not have enabled certain permissions required to enable online scheduling for that office. The permissions you need to enable are:

- Enable online scheduling for one or more exam rooms in an office
- Enable the office to display its information online
- Enable online scheduling for the office
- Enable scheduling of new appointments for existing/new patients

© onpatient	Appointments	Doctors	Billing	Messages	Documents	Health Profile	Michelle Harris	۲

### Schedule Appointment

Doctor	Location	Book Appointment			
Dr. Jane Smith Family Practitioner	Office 1 225 Schilling Circle Hunt Valley, MD 21031	Date Tue,			
Dr. James Smith Chiropractor	Office 2 123 Fake Street	← May 17 Wed, May 18	Thu, May 19	Fri, May 20	Sat, May 21
	Baltimore, MD 12345	08:00 AM	08:00 AM	08:00 AM	08:00 AN
	Office 3 225 Schilling Circle	08:10 AM			
	Fort Collins, CO 80526	08:20 AM			
	Office 4 328 Gibraltar Dr Sunnyvale, CA 94089	08:30 AM	08:30 AM	08:30 AM	08:30 AN
		08:40 AM		08:40 AM	
		08:50 AM		08:50 AM	
		09:00 AM	09:00 AM	09:00 AM	09:00 Alv
		Reason for visit			
					1
					Schedule

### **Enabling Online Scheduling**

To enable online scheduling, go to your DrChrono Account and selectAccount > Offices.

Account	Marketplace
ACCOUNT SI	ETTINGS
User Setting	gs
Provider Se	ttings
onpatient S	ettings
Account Se	tup
Custom Fie	lds
Copy Dashi	ooard (Beta)
API	
App Directo	ory

### PRACTICE SETTINGS Offices Facilities

Next, you'll be brought to the Manage Offices page. Here, you can see a list of your offices.

Ma	anage offices	S ?									
Acti	ve Offices									Page 1 of 1	+ Add New Office
	Name Provider	Address	City	Phone	Facility Code	# Exam Rooms	Online Schedule	Sharing	Telehealth Enabled		
=	Office 1 Dr. Jane Smith	225 Schilling Circle	Hunt Valley	(443) 555-5555	11	3	New And Existing Patients All Appointments	Share View			✓ Edit
	Office 2 Dr. Jane Smith	123 Fake Street	Baltimore	(410) 555-5555	11	4	New And Existing Patients All Appointments	Share View	OFF		✓ Edit
=	Office 3 Dr. James Smith	225 Schilling Circle	Fort Collins	(970) 555-5555	11	4	New And Existing Patients All Appointments	Share View	ON		Edit     Archive
	Office 4	328 Gibraltar Dr	Sunnyvale	(650) 555-5555	02	1	New And Existing Patients All Appointments	Share View			✓ Edit

Hit the Edit button to the right of the office you wish to show in OnPatient. This will take you to the office editor.



In your office editor, make sure at least one or more exam rooms within the office have online scheduling enabled.

Warning: Changing the add	ress of an office affects all previous a	appointments in that office.				
Office name (scheduling)	Primary Office					
Facility name		Used in HCFA box#32 and UB04 b	ox#2. Leave it blank if same to Office na	me (Scheduling)		
Primary Provider	James Smith V	]				
Country	UNITED STATES	]				
Address	225 Schilling Circle					
Zip Code	Baltimore					
State	Maryland	]				
City	21212					
Office Phone	(443) 555-5555	Not validated. Click here to verify	with a test call.			
Fax	301-850-2018					
Formatted Address	225 Schilling Cir, Hunt Valley, MD 21031, United States Not editable. Only valid for US addresses.					
	Dregon Ridge Park Broad	Ashland Cotkeysville Sherwood Over Ramsgate	-Cami erlook			
Number of Exam Rooms	4	)				
Exam Name 1	Exam 1	Allow Online Scheduling	Excluded from Meaningful Use	Archived from Calend		
Exam Name 2	Exam 2	Allow Online Scheduling	Excluded from Meaningful Use	Archived from Calend		
Exam Name 3	Exam 3	Allow Online Scheduling	Excluded from Meaningful Use	e 🗌 Archived from Calend		
Exam Name 4	Exam 4	Allow Online Scheduling	Excluded from Meaningful Use	e 🗌 Archived from Calend		
Office hours start	7:00 am 🗸	)				
Office hours end	5:00 pm 🗸	)				
equire reason when deleting	0					

In the office editor, select the **Online Schedule** tab. The online scheduling tab allows you to select what hours are available for your patients to schedule online. To enable online scheduling, you need to select the following checkboxes:

- Show this office information online
- Allow online scheduling in this office
- Allow existing/new patient appointments

Upon checking the **Allow Online Scheduling** check box, a time selection box will appear for you to select all periods to allow online scheduling.

## Primary Doctor for Office: Thomas Your

# Edit Office

Basic Billing	Online Sch	edule
Show this office info	ormaton online	
Allow online sch	neduling in this office	<ul> <li>Image: A start of the start of</li></ul>
Allow existing patie	ents follow ups	
Allow existir	ng patient new appointments	
Allow new patient	appointments	
Allow pati appoir	ients to cancel ntments online	
No confir	rmation emails	
Optional Google Ana track the online scheduler (e.g. UA	alytics code to e appointment A-46121010-1)	
Cutoff time for made with the on	appointments line scheduler.	0 ho

Highlight the hours for which you want to allow online scheduling of appointments. Click the name of a day to select the entire day.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
6:00 a.m.	+	+						
6:15 a.m.								
6:30 a.m.								
6:45 a.m.								
7:00 a.m.								
7:15 a.m.								
7:30 a.m.								
7:45 a.m.								
8:00 a.m.								