

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

Schedule Appointment

Doctor

- Dr. Jane Smith
Family Practitioner
- Dr. James Smith
Chiropractor

Location

- Office 1**
225 Schilling Circle
Hunt Valley, MD 21031
- Office 2**
123 Fake Street
Baltimore, MD 12345
- Office 3**
225 Schilling Circle
Fort Collins, CO 80526
- Office 4**
328 Gibraltar Dr
Sunnyvale, CA 94089

Book Appointment

Date

Tue, May 17	Wed, May 18	Thu, May 19	Fri, May 20	Sat, May 21
--	08:00 AM	08:00 AM	08:00 AM	08:00 AM
--	08:10 AM	--	--	--
--	08:20 AM	--	--	--
--	08:30 AM	08:30 AM	08:30 AM	08:30 AM
--	08:40 AM	--	08:40 AM	--
--	08:50 AM	--	08:50 AM	--
--	09:00 AM	09:00 AM	09:00 AM	09:00 AM

Reason for visit

Schedule

Enabling Online Scheduling

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

ACCOUNT SETTINGS

- User Settings
- Provider Settings
- onpatient Settings
- Account Setup
- Custom Fields
- Copy Dashboard (Beta)
- API
- App Directory

PRACTICE SETTINGS

Offices

Facilities

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

Manage offices 

Active 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	<input checked="" type="checkbox"/> ON	History Edit Archive
Office 2 Dr. Jane Smith	123 Fake Street	Baltimore	(410) 555-5555	11	4	New And Existing Patients All Appointments	Share View	<input type="checkbox"/> OFF	History Edit Archive
Office 3 Dr. James Smith	225 Schilling Circle	Fort Collins	(970) 555-5555	11	4	New And Existing Patients All Appointments	Share View	<input checked="" type="checkbox"/> ON	History Edit Archive
Office 4 Dr. James Smith	328 Gibraltar Dr	Sunnyvale	(650) 555-5555	02	1	New And Existing Patients All Appointments	Share View	<input checked="" type="checkbox"/> ON	History Edit Archive

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 address of an office affects all previous appointments in that office.

Office name (scheduling)

Facility name Used in HCFA box#32 and UB04 box#2. Leave it blank if same to Office name (Scheduling)

Primary Provider

Country

Address

Zip Code

State

City

Office Phone Not validated. [Click here to verify with a test call.](#)

Fax

Formatted Address Not editable. Only valid for US addresses.



Number of Exam Rooms

Exam Name 1 Allow Online Scheduling Excluded from Meaningful Use Archived from Calendar

Exam Name 2 Allow Online Scheduling Excluded from Meaningful Use Archived from Calendar

Exam Name 3 Allow Online Scheduling Excluded from Meaningful Use Archived from Calendar

Exam Name 4 Allow Online Scheduling Excluded from Meaningful Use Archived from Calendar

Office hours start

Office hours end

Require reason when deleting appointments

Save

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.

