Setting Up and Using Patient Flag Alerts in DrChrono

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Patient flag alerts in DrChrono help you quickly identify patients or appointments that require special attention. These alerts are triggered by designated flags, allowing staff to stay informed of key details during scheduling and chart access.

Set up patient flag alerts

You can configure alerts for existing patient flags or create new flags with alerts enabled. Follow the steps below:

Navigate to the Patient Flags Settings: Go to **Patients > Patient Flags**.

- Users can add the alert to existing flags or when you create a new flag.

Add or Modify a Flag

- To add an alert to an existing flag, select the desired flag.
- To create a new flag, select **+ Add New Flag**.

Enable the Alert

- Check the box labeled **Alert Flag** to activate the alert feature for that flag.

Save the Flag

- If editing an existing flag, select **Save**.
- If creating a new flag, select **Create.**

Once enabled, this alert will notify users when they interact with flagged patients or appointments.

When do patient flag alerts appear?

> **Alert Behavior:** When a user encounters a flag alert, a **Flag Alert window** will appear. If the user selects **Okay**, the alert will not appear again for the duration of that login session. If not acknowledged, the alert will continue to appear during each relevant action and each occurrence will be recorded in the Audit Log

Flag alerts are displayed at key points during patient interaction:

- When **scheduling an appointment** after selecting a flagged patient.
- When **opening a patient's chart** with an active flag alert.
- When **selecting an appointment** associated with a flagged appointment.

Viewing Patient Flag Activity in the Audit Log

DrChrono's Audit Log provides detailed tracking of patient flag alert activity. It includes:

- **Timestamps** of when flag alerts were triggered.
- **Confirmation** that a user acknowledged the alert by selecting **Okay**.
- **User information**, showing who viewed or dismissed the alert.

To access the Audit Log, navigate to **Account Settings > Audit Log** and filter by patient flag alert activity.