Telehealth Visits FAQ

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Can I select more than one office in the Select An Office for Telehealth section?
How do I include the meeting link of a video visit in the email reminder?
How can I resend the meeting link before the appointment time?
Do I still get charged if the patient or the provider can't connect to the video visit?
How long does the patient or provider have to start or join a video visit?
Can I rejoin the video visit if I get disconnected?
How long does the telehealth session room stay open?
Can I do a screen share during a telehealth visit?
I've been using Chiron for telehealth and want to use DrChrono's telehealth feature. Can I use the same telemed billing profile that I used with Chiron for video visits in DrChrono?
Does telehealth work on mobile devices?

Can I select more than one office in the Select An Office for Telehealth section?

You can only select one office for telehealth visits. To set up more offices for telehealth, create a support case.

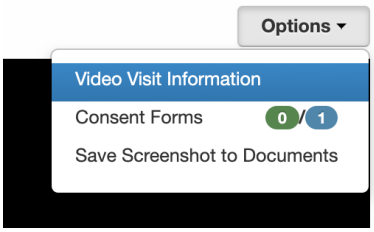
Go to **Account** > **Offices** and then select the office for telehealth visits.

How do I include the meeting link of a video visit in the email reminder?

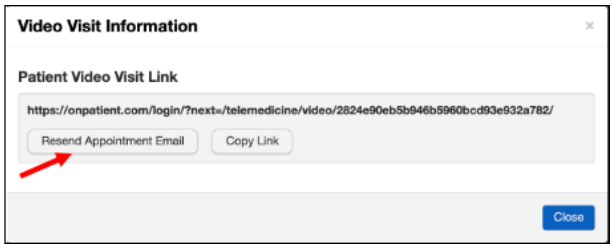
Text and email reminders for video visits automatically contain the meeting link for the patient to join the video visit.

How can I resend the meeting link before the appointment time?

1. After you have joined the video visit, select **Video Visit Information** from the **Options** menu.



2. Select **Resend Appointment Email**.



Do I still get charged if the patient or the provider can't connect to the video visit?

The telehealth feature is free for up to 5,000 minutes per provider per month.

How long does the patient or provider have to start or join a video visit?

The **Start Video Visit** and **Join Video Call** buttons remain active for up to 150 minutes after the scheduled appointment end time.

Can I rejoin the video visit if I get disconnected?

If a user disconnects, they can rejoin within five minutes to continue the session uninterrupted.

How long does the telehealth session room stay open?

The telehealth session room remains open until five minutes after both the provider and patient have left.

Can I do a screen share during a telehealth visit?

Screen sharing is supported on the iPhone and iPad EHR app.

I've been using Chiron for telehealth and want to use DrChrono's telehealth feature. Can I use the same telemed billing profile that I used with Chiron for video visits in DrChrono?

The billing profile can still be applied to telehealth visits in DrChrono. If you need to change your billing profile, select **Schedule** > **Billing Profiles**.

📖 Creating Billing Profiles

Does telehealth work on mobile devices?

- **Providers:** DrChrono's telehealth feature is available through the DrChrono EHR application for iPad and iPhone.
- **Patients:** Can join video visits using the emailed link through their mobile device's web browser or the OnPatient app.

📖 **Related articles**

- Video Visits on the iPad EHR App
- Video Visits on the iPhone EHR App
- Telehealth Visits with the OnPatient App