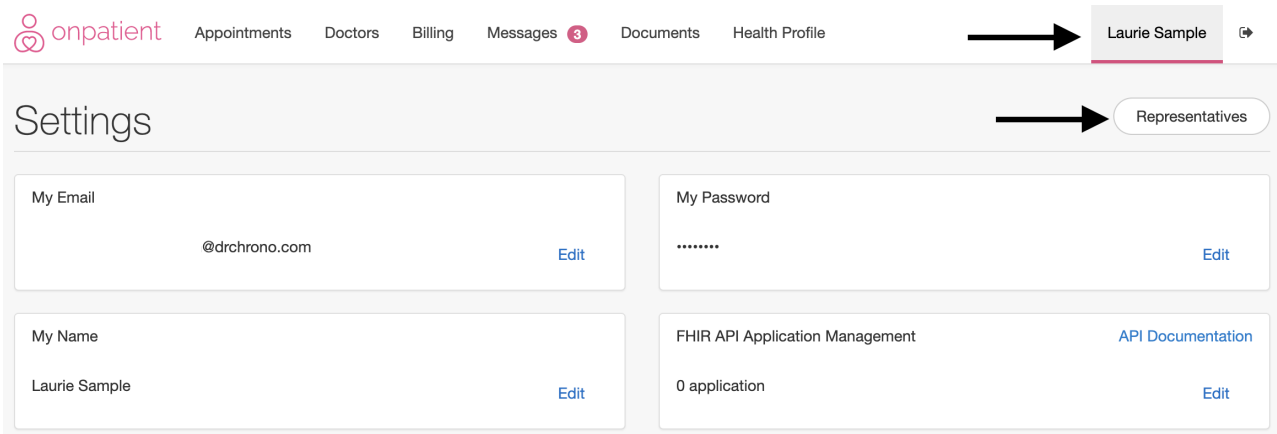


OnPatient FAQ: How do I remove a representative?

07/08/2024 7:46 pm EDT

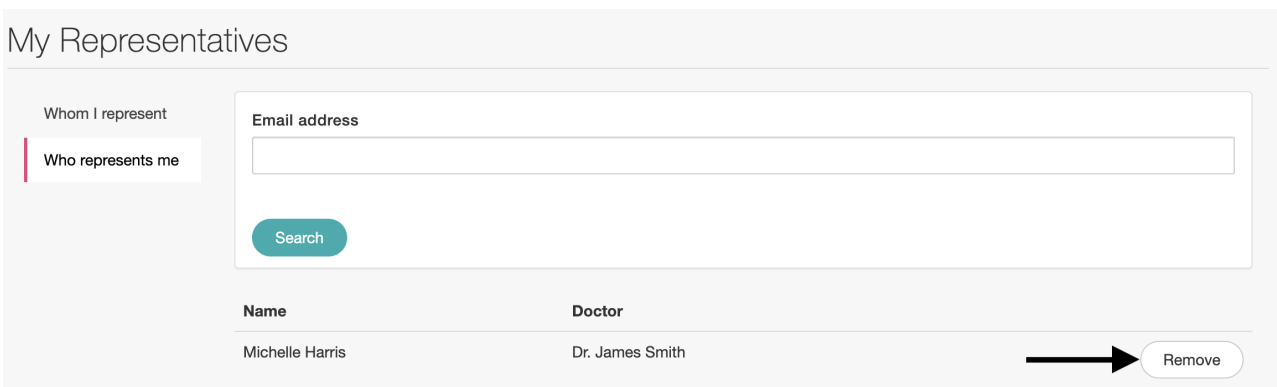
A representative on OnPatient is an individual who may access the patient portal of another patient. This is used for patients who may have difficulty accessing or managing their patient portal. You may not want or need a representative permanently. Removing your representative can easily be done by following the steps below.

To remove your representatives, begin by clicking your name to view your profile. Then click **Representatives**.



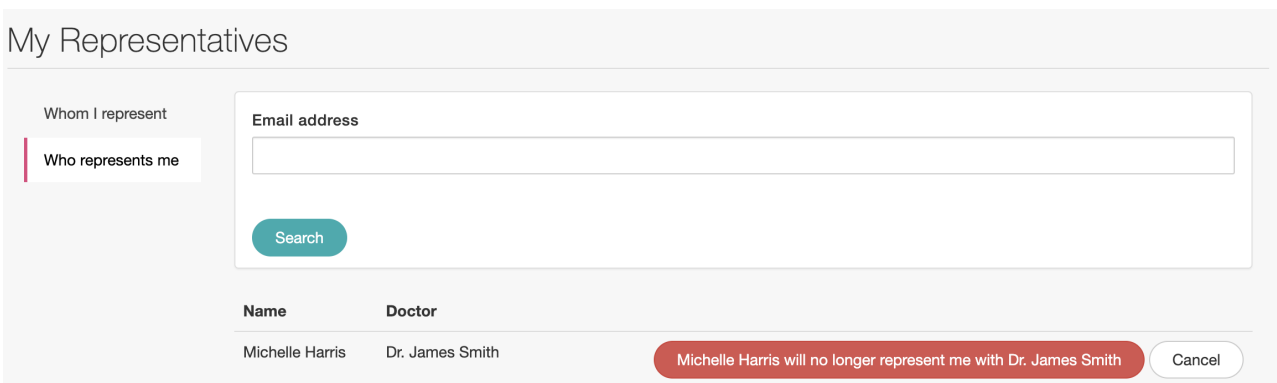
The screenshot shows the OnPatient user profile settings page. The navigation bar includes 'onpatient', 'Appointments', 'Doctors', 'Billing', 'Messages' (with a red notification badge), 'Documents', and 'Health Profile'. The user's name 'Laurie Sample' is highlighted in the top right, with an arrow pointing to it. Below the navigation bar, the 'Settings' page is displayed. A 'Representatives' button is highlighted in the top right of the settings page, with an arrow pointing to it. The settings are organized into four cards: 'My Email' (with '@drchrono.com' and an 'Edit' button), 'My Password' (with masked characters and an 'Edit' button), 'My Name' (with 'Laurie Sample' and an 'Edit' button), and 'FHIR API Application Management' (with '0 application' and an 'Edit' button, and a link to 'API Documentation').

On your representative management page, select **Who represents me**. To remove someone, select the **Remove** button next to their name.



The screenshot shows the 'My Representatives' page. On the left, there are two tabs: 'Whom I represent' and 'Who represents me', with the second tab selected. Below the tabs is a search form with an 'Email address' input field and a 'Search' button. Below the search form is a table with two columns: 'Name' and 'Doctor'. The table contains one row: 'Michelle Harris' under 'Name' and 'Dr. James Smith' under 'Doctor'. A 'Remove' button is located to the right of the table, with an arrow pointing to it.

Click the red button to confirm the removal of the representative.



The screenshot shows the 'My Representatives' page with a confirmation dialog box overlaid. The dialog box has a red background and contains the text: 'Michelle Harris will no longer represent me with Dr. James Smith'. There are two buttons at the bottom of the dialog: 'Cancel' and a red button with white text that says 'Remove'.

