Contact Your Account Manager

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At DrChrono, we are committed to providing excellent customer service and ensuring a seamless experience for our clients.

We enhanced our Client Support team and created a new Customer Success team to work alongside our Account Management team. This helps address your needs and facilitate better adoption of the DrChrono platform.

Our enhanced Client Support team is staffed with experienced agents specializing in all areas of the platform with a focus on our product knowledge and billing-related issues. This multilayered team is dedicated to providing you with fast, reliable service and can assist with any platform-related issues you may have.

Create a case to connect with Customer Success for:
- Workflow recommendations
- Demonstration of new and existing features
- Requests for feature or product enhancement
- Any feedback you may have

Create a case to connect with an Account Manager for:
- Account upgrades
- Account downgrades
- Provider additions
- Account suspensions
- Undoing suspensions
- Account/provider settings
- Account review
- Contract renewal
- New feature review

This change toward a team approach to supporting you represents our commitment to providing personalized attention to your specific needs, tailored solutions, and efficient goal achievement—all from a single location by creating a case.

Leveraging our support team results in the fastest response time to provide assistance and connect you directly with the right team member.

DrChrono Client Support

If you need to escalate a support issue beyond the assistance you are provided via the case, request to be connected to the Customer Success team so they can assist with escalation to ensure resolution.

Resources

- Access DrChrono Support
- DrChrono Knowledge Base
- **Phone support:** Call 650-988-5379 Monday to Friday from 8:00 AM to 5:00 PM ET.
- Create a case
- DrChrono status page: Subscribe to receive real-time updates on the status of the DrChrono system.