

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.

Our Client Support team includes a Customer Success team that works alongside our Account Management team to address your needs and support stronger adoption of the DrChrono platform.

Our enhanced Client Support team comprises experienced agents with expertise across all areas of the platform, including in-depth knowledge of our product and billing matters. This multi-tiered team is dedicated to providing fast, reliable service and is ready to assist with any platform-related issues you may encounter.

Connect with Customer Success

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.

Working with our Support team ensures the fastest response times, allowing us to assist you quickly and connect you directly with the appropriate team member.

DrChrono Client Support

If the support you receive through your case does not fully address your issue, request to be connected with the Customer Success team. They can help escalate the matter and work toward a timely resolution.

Resources

- [Access DrChrono Support](#)
- [DrChrono Knowledge Base](#)
- [EverHealth Self-Service Portal](#): Submit cases 24/7
- **Phone support:** (844) 569-8628 – Reach Support specialists Monday–Friday, 8:00 AM–6:00 PM ET.

- [DrChrono status page](#): Subscribe to receive real-time updates on the status of the DrChrono system.
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