OnPatient Basics

Patients can use the OnPatient patient portal to engage with their personal health records (PHR). Through DrChrono you can enable online scheduling, access to health information, and secure messaging. OnPatient empowers patients to be more active with their health records and their practice.

Inviting Patients to OnPatient

Enabling your patients is simple with an email or physical address and:
- The patient's Social Security Number
- Or the patient's Date of Birth and Phone Number

Users can send an OnPatient invite via
- OnPatient hyperlink in the patient header
- OnPatient access section of patient chart
- OnPatient icon from the appointment screen

> ℹ️ Clinicians participating in MIPS reporting will need to invite a patient to OnPatient within 4 business days of the patient's initial appointment date to fulfill the "patient access" requirement for promoting interoperability. If the specified timeframe passes, users will have to wait until the next reporting year to fulfill this requirement.

There are (4) invite options that will appear in the enable patient access drop-down.
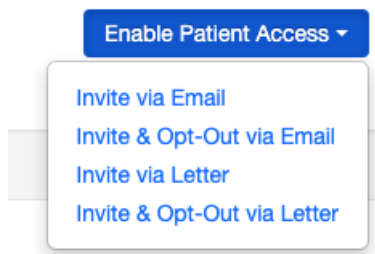
1. Invite via Email

2. Invite & Opt-Out via Email

3. Invite via Letter

4. Invite & Opt-Out via Letter

Onpatient Status Flag

The onpatient status will display in the patient chart and appointment window.
- If the patient opted out, the status will display "Opted Out" with the ability to click the link and invite.
- If the patient opts-in, the onpatient status will display "Enabled".
- If the patient has not been sent an invite, the onpatient status will display "Not Enabled - Invite".

Inviting via Letter

If a user chooses to invite via letter or invite and opt-out via letter, a pop-out window will appear to preview the letter (which includes a temporary username and password) before printing.

OnPatient

Welcome to OnPatient,

OnPatient is a Mobile app for managing medical records and appointments.

Create your OnPatient Account

1. Click "Sign Up" at the bottom of the sign-in page

2. Enter your temporary Username and password from the information provided below

3. Click the Captcha Box and click "Create Account"

4. Confirm your User ID by clicking the "Finish Registration" link within the verification text or email sent to you.

5. Fill out all required information on the next screen.

5. Create a New Password. Click finish and your OnPatient account will be created.

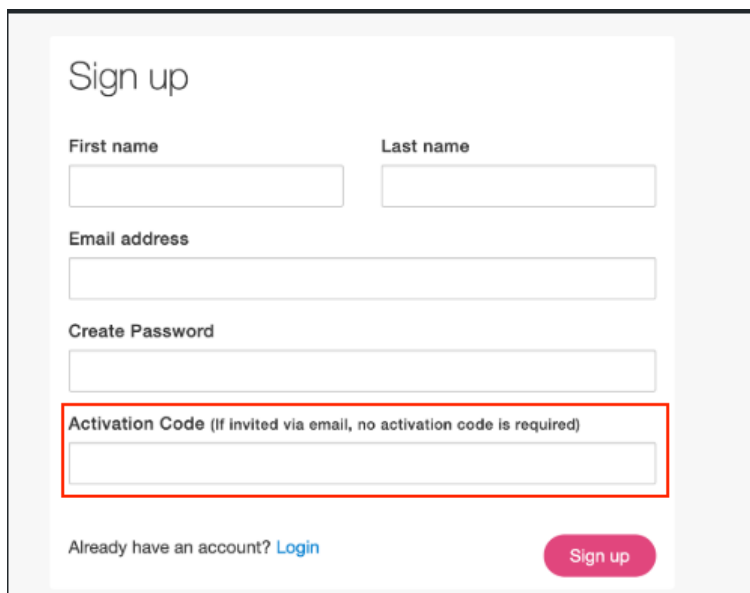**Your OnPatient Information**
This information is confidential; please refrain from sharing it with others.

Temporary Username: <<OnPatient UserID>>
Temporary Password: <<OnPatient TempPassword>>

Print OnPatient Invite Letter **Back**
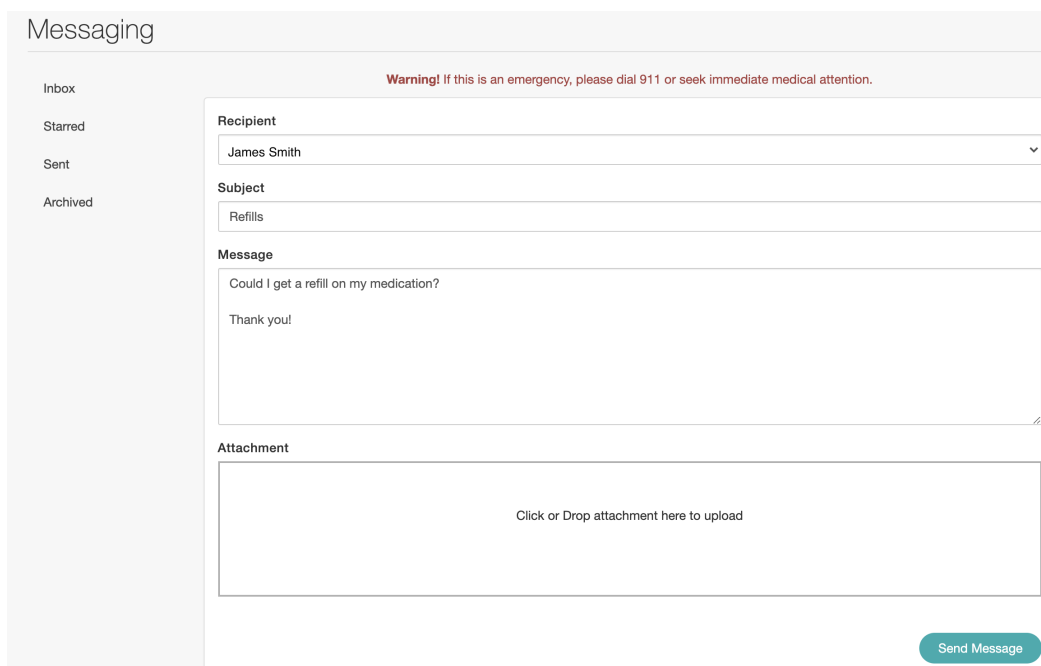
Opting out will send an initial invite to the patient and opt them out of receiving an invite for future appointments.

Once enabled, OnPatient provides several key features for you and your patients.

1. Secure Messaging

After signing up for OnPatient, they can send and receive messages to and from their provider.

A provider or staff member can see the message from the patient, reply, make notes, view their chart, upload the document, and even assign it as a task to another member of the practice.

Mark as Unread   Archive Message   Reply   ‹ › Search Messages   🔍

👥 **Refills**   Assign to   James Smith ▾   **Assign**   Manage task

From: Jenny (Jen) Harris   **Tuesday, September 22, 2020 3:30 PM**

👤 View associated patient Jenny (Jen) Harris   🖨 Save Attachment to Jenny (Jen) Harris's Chart   📋 Audit Log   ☆

Notes

[   ]

＋ Add

Could I get a refill on my medication?

Thank you!

2. Online Scheduling

Using OnPatient, patients can schedule appointments directly on the calendar as long as that office is enabled for online scheduling. Patients can log in, select an available time slot, schedule an appointment, and provide a reason for the visit.

The patient will receive an email confirmation of the appointment, and the practice can now view and edit the appointment on the schedule using DrChrono.

3. Intake and consent forms

From onpatient.com or the OnPatient app, a patient can log in and update forms for upcoming appointments.

Consent Form

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

This Notice of Privacy Practices describes how we may use and disclose your protected health information to carry out treatment, payment or health care operations and for other purposes that are permitted or required by law. It also describes your rights to access and control your protected health information. "Protected health information" is information about you, including demographic information, that may identify you and that relates to your past, present or future physical or mental health or condition and related health care services.

We are required to abide by the terms of this Notice of Privacy Practices. We may change the terms of our notice, at any time. The new notice will be effective for all protected health information that we maintain at that time. Upon your request, we will provide you with any revised Notice of Privacy Practices. You may request a revised version by accessing our website, or calling the office and requesting that a revised copy be sent to you in the mail or asking for one at the time of your next appointment.

1. Uses and Disclosures of Protected Health Information

Your protected health information may be used and disclosed by your physician, our office staff and others outside of our office who are involved in your care and treatment for the purpose of providing health care services to you. Your protected health information may also be used and disclosed to pay your health care bills and to support the operation of your physician's practice.

Following are examples of the types of uses and disclosures of your protected health information that your physician's office is permitted to make. These examples are not meant to be exhaustive, but to describe the types of uses and disclosures that may be made by our office.

Treatment: We will use and disclose your protected health information to provide, coordinate, or manage your health care and any related services. This includes the coordination or management of your health care with another provider. For example, we would disclose your protected health information, as necessary, to a home health agency that provides care to you. We will also disclose protected health information to other physicians who may be treating you. For example, your protected health information may be provided to a physician to whom you have been referred to ensure that the physician has the necessary information to diagnose or treat you. In addition, we may disclose your protected health information from time-to-time to another physician or health care provider (e.g., a specialist or laboratory) who, at the request of your physician, becomes involved in your care by providing assistance with your health care diagnosis or treatment to your physician.

Payment: Your protected health information will be used and disclosed, as needed, to obtain payment for your health care services provided by us or by another provider. This may include certain activities that your health insurance plan may undertake before it approves or pays for the health care services we recommend for you such as: making a determination of eligibility or coverage for insurance benefits, reviewing services provided to you for medical necessity, and undertaking utilization review activities. For example, obtaining approval for a hospital stay may require that your relevant protected health information be disclosed to the health plan to obtain approval for the hospital admission.

Health Care Operations: We may use or disclose, as needed, your protected health information in order to support the business activities of your physician's practice. These activities include, but are not limited to, quality assessment activities, employee review activities, training of medical students, licensing, fundraising activities, and conducting or arranging for other business activities.

We will share your protected health information with third party "business associates" that perform various activities (for example, billing or transcription services) for our practice. Whenever an arrangement between our office and a business associate involves the

✖ Close   **✔ I've read this document**

The patient can then update demographic information, patient photo, medical history, reasons for the visit, additional questionnaires, and even sign consent forms, reducing in-office paperwork and increasing efficiency.

Onboarding forms

Patient Photo

📷 Webcam   ⬆ Upload

Choose a file:

Choose File   No file chosen

Upload   Cancel

Name & Gender

First Name
Jenny

Middle Name

Last Name
Harris

Suffix

Gender
Female

Nickname
Jen

Address

Street Address
1001 N Rengstorff Ave

City
Mountain View

State
California

Zip Code
94040

4. Electronic Health Information

Once an appointment is complete, the patient can log onto OnPatient and view the health information from the visit as well as download a clinical summary with medications, allergies, and lab results, keeping the patients informed and in control of their personal health information.

Allergies, Adverse Reactions, Alerts

Type	Substance	Reaction	Status	Date
No known allergies or drug sensitivities.				

Encounters

Encounter	Provider	Location	Date
	Thomas Your	drchrono HQ (1001 N Rengstorff Ave Mountain View, CA 94043, (650) 690-5986)	Sept. 1, 2016
	Thomas Your	drchrono HQ (1001 N Rengstorff Ave Mountain View, CA 94043, (650) 690-5986)	Sept. 14, 2016
	Thomas Your	drchrono HQ (1001 N Rengstorff Ave Mountain View, CA 94043, (650) 690-5986)	Sept. 18, 2016

Functional Status

Functional or Cognitive Finding	Observation Date	Condition Status

Immunizations

Vaccine	Date	Status
No immunizations recorded.		

Instructions

Directive
Instruction excluded/not available

Medications Administered

RxNorm Code	Type	Medication	SIG	Status	Date Started
No administered medications reported					

Medications

RxNorm Code	Type	Medication	SIG	Status	Date Started
No medications reported					

Plan of Care

Planned Activity	Planned Date