Remove or Replace Providers from Your DrChrono Account

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Decide whether to remove or replace a provider | Complete required actions before removing or replacing a provider | Contact Support to remove or replace a provider

When a provider leaves or joins your practice group, you can ask DrChrono Support to remove (suspend) the provider or replace (swap) them with someone new.

DrChrono keeps all clinical and billing information entered by every provider in your practice group. You can always find this information in the specific patient's chart — removing or replacing a provider never deletes it.

Decide whether to remove or replace a provider

Use the table below to determine which request to submit.

Action	When to Use It
Remove (suspend) a provider	The provider is leaving the practice and won't be replaced right away.
Replace (swap) a provider	A new provider is taking over an existing provider's patients, schedule, or role.

Complete required actions before removing or replacing a provider

Finish these actions first. If you skip one, the practice group encounters the problem described in the second column, and Support may be unable to complete your request.

Required Action / Related Articles	What Happens If You Skip It
Submit all claims for the outgoing provider either in bulk or individually. How to Submit Bulk Claims to a Payer How to Submit a Claim to an Insurance Company	Billing staff can't work on outstanding claims.
Move staff under the outgoing provider to another primary provider. Change the Primary Provider for Staff	Staff can't log in to the system.
Change all future appointments under the outgoing provider to another provider. Changing the Provider on an Appointment from the Appointment Window Creating a Report for Upcoming Appointments	Appointments are removed from the calendar.
If the outgoing provider is the primary provider for any office, another provider must be selected as the primary provider for that office. Edit Basic Office Information	The practice can't complete this action.
Sign and lock all clinical notes for the existing provider.	The practice can't lock the notes of the removed provider.

Required Action / Related Articles	What Happens If You Skip It
Providers must have the **Share Patients** permission turned on, or you must manually move the outgoing provider's patients to another primary provider if the practice still needs access to them. Account Permissions Overview (Share Patients section)	The practice can no longer access the outgoing provider's patient list.
The new provider must resend the OnPatient invitation to the patient. OnPatient Basics	OnPatient accounts with the previous provider are deactivated.

Contact Support to remove or replace a provider

Contact our Customer Support team via chat within the app, via email atsupport@drchrono.com, or give us a call at (844) 569-8628.

What to include in the support case if you're replacing a provider

If you are replacing a provider, include the following information for the new provider:

- State whether you are adding a new provider or replacing an existing provider
- Practice group ID (shown in **Account** > **Account Settings** > **Profile**)
- First and last name
- Email address
- Office telephone number
- Provider specialty
- Date you want this change completed
- Indicate which provider's settings the Support team should copy when setting up the new provider
- Any special instructions

Allow a minimum of three business days to process the request.