

Why does my appointment time shown in my OnPatient account differ from what I scheduled with my healthcare provider?

09/11/2024 1:29 pm EDT

The OnPatient portal shows the appointment time based on the time zone setup on your computer. For example, if your healthcare provider is located in the Pacific Time zone and your computer time is set up in the Eastern Time zone, your appointments will appear as scheduled in the Eastern Time zone.

To avoid a timing discrepancy and unnecessary confusion, we recommend that you double-check that the time zone is set up correctly on your computer or the device that you are accessing the OnPatient portal from.
