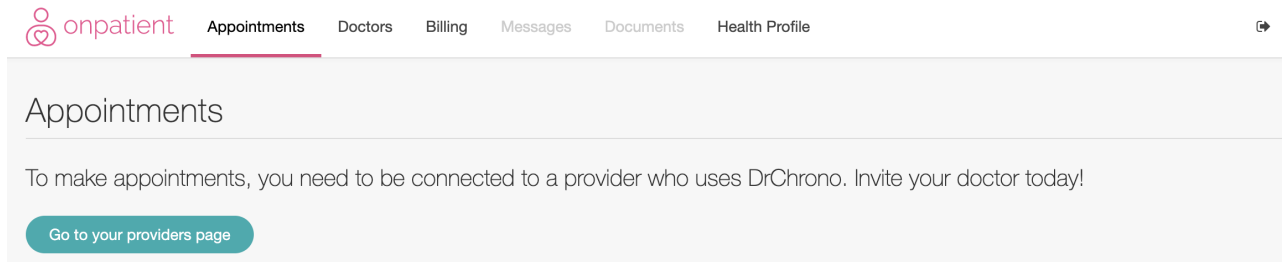


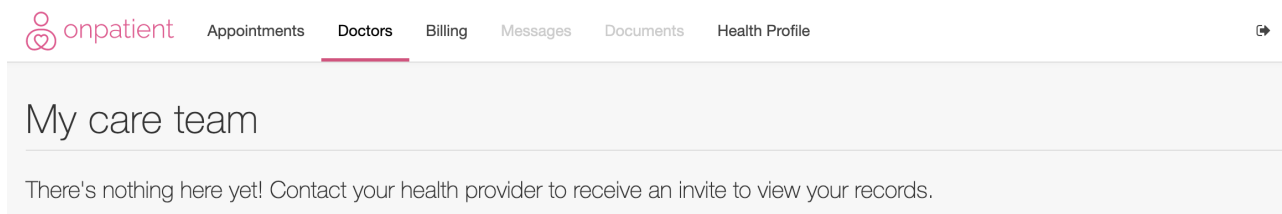
OnPatient FAQ: Why is a provider not being shown in OnPatient?

07/08/2024 7:52 pm EDT

If your patient is cannot see your practice's list of providers, their account may not be connected to your DrChrono EHR. In order for a provider to be shown in OnPatient, they must be using a DrChrono account.



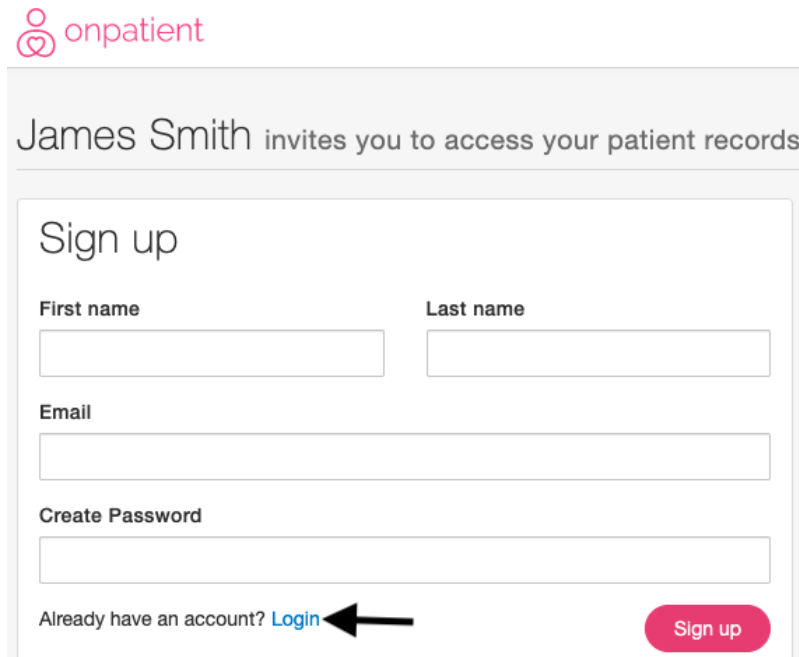
The screenshot shows the OnPatient user interface. At the top, there is a navigation bar with the OnPatient logo and menu items: Appointments (highlighted with a red underline), Doctors, Billing, Messages, Documents, and Health Profile. Below the navigation bar, the page title is "Appointments". The main content area contains the text: "To make appointments, you need to be connected to a provider who uses DrChrono. Invite your doctor today!". Below this text is a teal button labeled "Go to your providers page".



The screenshot shows the OnPatient user interface. At the top, there is a navigation bar with the OnPatient logo and menu items: Appointments, Doctors (highlighted with a red underline), Billing, Messages, Documents, and Health Profile. Below the navigation bar, the page title is "My care team". The main content area contains the text: "There's nothing here yet! Contact your health provider to receive an invite to view your records."

Connecting to Your Patient

To connect to your patient, you will need to [resend](#) an invite to your patient. When they accept the invite, they may log in to their existing OnPatient account to have it linked to your practice group.



The screenshot shows an OnPatient sign-up form titled "James Smith invites you to access your patient records". The form is titled "Sign up" and contains the following fields: "First name" and "Last name" (two separate input boxes), "Email" (one input box), and "Create Password" (one input box). At the bottom left of the form, there is a link "Already have an account? [Login](#)" with a black arrow pointing to the left. At the bottom right of the form, there is a red button labeled "Sign up".

The patient can confirm their account with their social security number or their date of birth and phone number. The patient will be connected to your practice group and can access any healthcare information you have enabled to be visible on your patient's OnPatient portal.



James Smith invites you to access your patient records

We need the following information to confirm your identity:

Social Security Number

or

Date of Birth

Phone Number

Confirm and connect