Read-Only Plan Features and Restrictions

Last modified on 08/21/2026 3:09 pm EDT

Contact your account manager about pricing for the read-only plan.

What you can do on a read-only plan

- 24/7 DrChrono login access with full account access to view all patient records, medical data, and billing information.
- Export data at your convenience, including using the API.
- Download clinical notes (though they cannot be edited — see below).
- Full access to system reports under the **Reports** menu.
- Outbound faxes only — you can send faxes from your fax line.
- Manual payments (insurance and/or patient) can be posted to existing appointments.
- ERAs (835 files) flow into the account and post to the applicable appointment.

What's restricted or unavailable on a read-only plan

- Cannot create new appointments (on the web or using the API).
- Inbound faxes are disabled — your fax line can only send outbound faxes.
- Text reminders, email reminders, and phone communication are disabled.
- Limited access to billing reports.
- Clinical notes cannot be changed once on the read-only plan.