

# My account is on a Read-Only or Billing Work-down plan. What information do I have access to?

Last modified on 01/22/2026 1:12 pm EST

## My account is on a Read-Only plan.

What information do I have access to?

Please contact your account manager about pricing for the Read-Only plan.

- 24/7 DrChrono login access with full account access to view all patient records, medical data, billing information, and otherwise
  - The ability to export data at your convenience
  - You will not be able to create any new appointments (on the web or via the API) or send out any new claims to existing appointments
  - Your Fax line is limited to outbound faxes only
  - SMS reminders, email reminders, and Phone communication will be disabled
  - Limited access to billing reports. Full access to system reports under the reports menu
  - Clinical notes can not be changed once on the Read-Only plan, but you can download them.
  - Patients will lose access to their OnPatient account
  - Export capabilities via the API are still available
-