Manage Roles in Permissions Administration

Last modified on 04/16/2025 8:32 pm EDT

Public roles | Custom roles | Manage public and custom roles

Your practice can have staff members with different levels of permissions. Use roles to customize which staff members have access to different permissions.

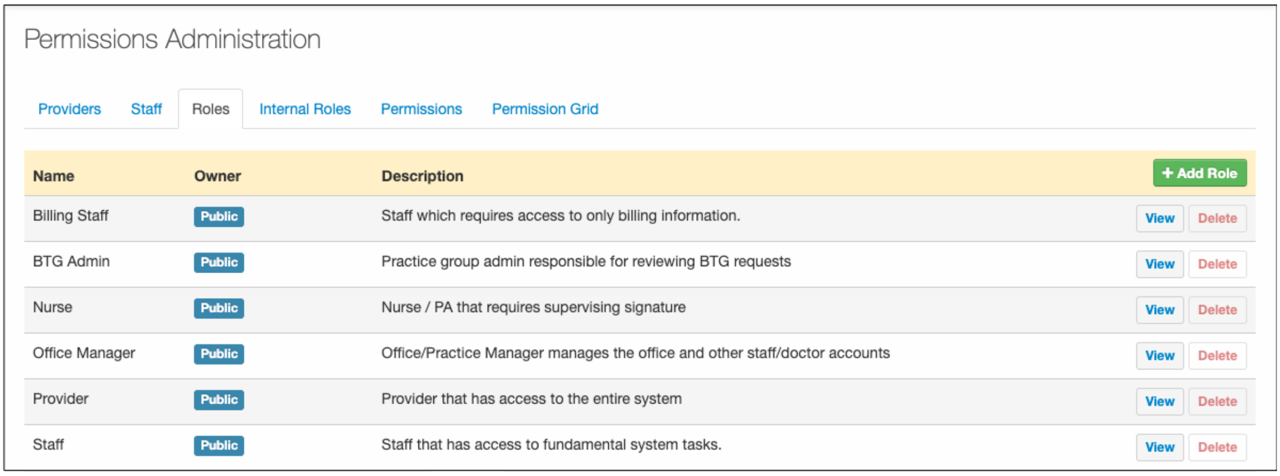
When modifying permissions and settings, the system follows a hierarchical order.

- The system initially looks for any user-level settings to show
- If there's no user setting, the system looks for any role-level settings
- If there's no role-level setting, the system looks for any practice-level setting
- If there's no practice-level setting, the system shows the DrChrono default settings

Public roles

Public roles are the DrChrono system roles.

- Select **Account** > **Staff Permissions** > **Roles** tab to view the six public roles.
  - Billing Staff
  - BTG Admin
  - Nurse
  - Office Manager
  - Provider
  - Staff
- Select **View** to see the role's permissions.
- You cannot edit or delete public roles.


Permissions Administration

Providers | Staff | Roles | Internal Roles | Permissions | Permission Grid

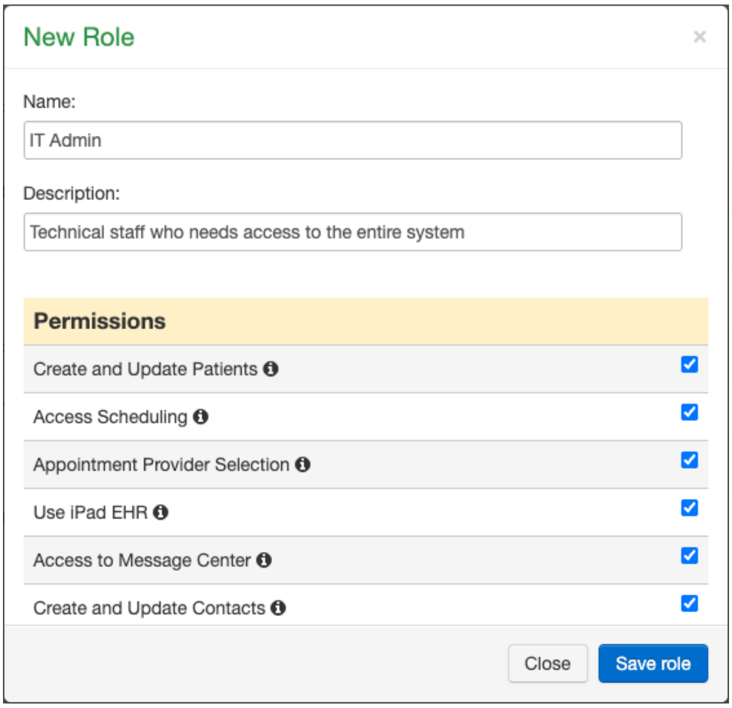
Name	Owner	Description	+ Add Role
Billing Staff	Public	Staff which requires access to only billing information.	View Delete
BTG Admin	Public	Practice group admin responsible for reviewing BTG requests	View Delete
Nurse	Public	Nurse / PA that requires supervising signature	View Delete
Office Manager	Public	Office/Practice Manager manages the office and other staff/doctor accounts	View Delete
Provider	Public	Provider that has access to the entire system	View Delete
Staff	Public	Staff that has access to fundamental system tasks.	View Delete

Custom roles

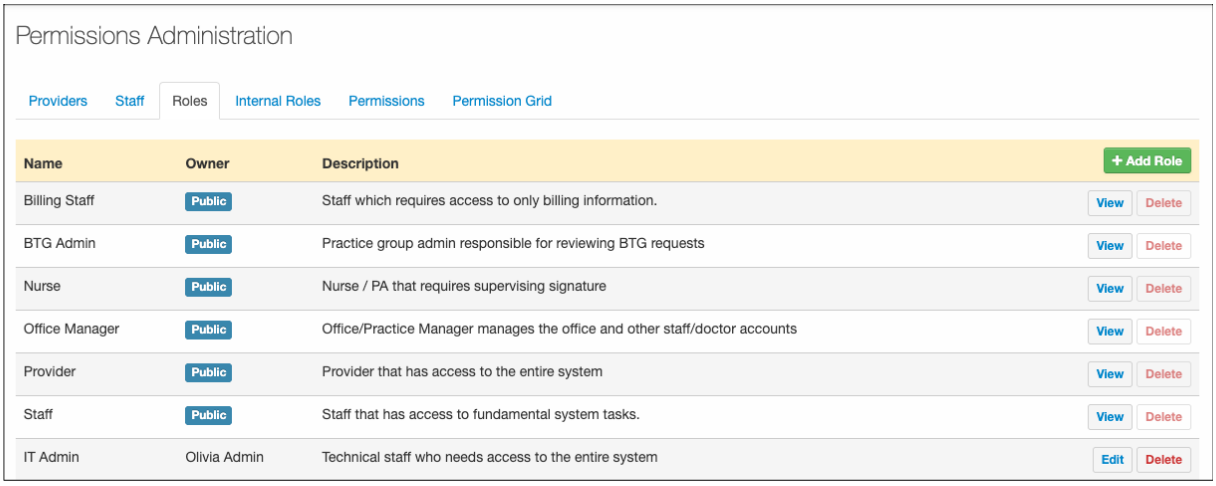
- When you modify permissions at the user level, the user's role changes from public to custom. See Edit a staff member's role from public to custom.
- You can revert a staff member's role from custom to public.
- The best practice is to create a new role on the **Roles** tab to customize permissions and assign staff members (as a group) to a specific role to prevent possible workflow disruptions.

Create a new custom role

1. Select **Account** > **Staff Permissions** > **Roles** tab.
2. Select **Add Role**.
3. Enter the name and description of your new role.
4. Select the permissions and then select **Save Role**.



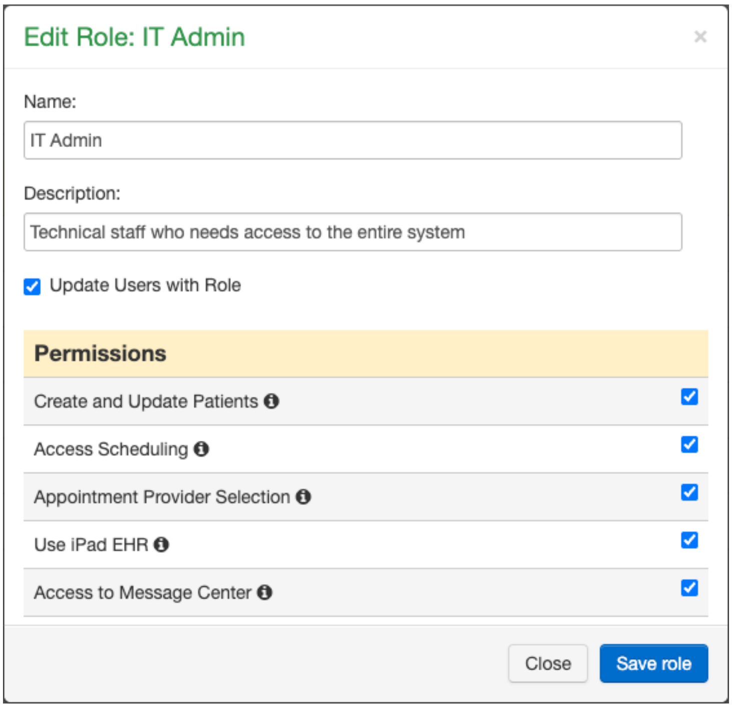
Your new role appears at the bottom of the role list. Unlike public roles, you can edit custom roles that you've created.



Edit custom roles

1. Select **Account** > **Staff Permissions** > **Roles** tab.
2. Select **Edit**.
3. **(Optional)** To update the permissions for all users with this role, select the **Update Users with Role** checkbox.

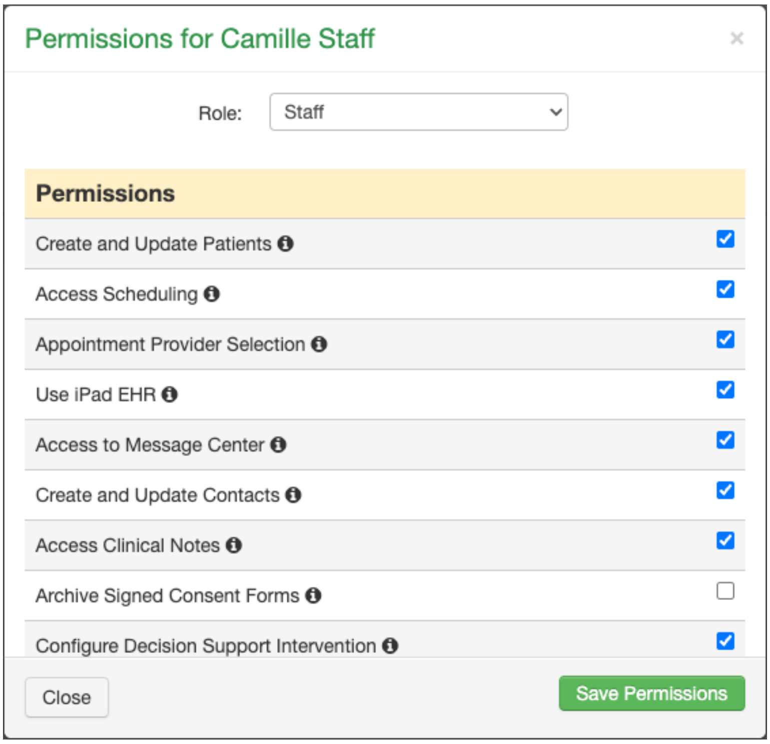
4. Edit the permissions and then select **Save Role**.



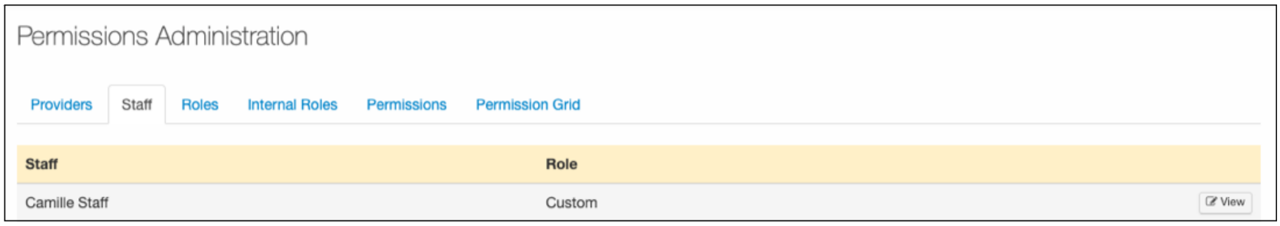
Manage public and custom roles

Edit a staff member's role from public to custom

From the permissions window, edit the permissions and then select **Save Permissions**. In this example, we selected the **Access to Message Center** checkbox.

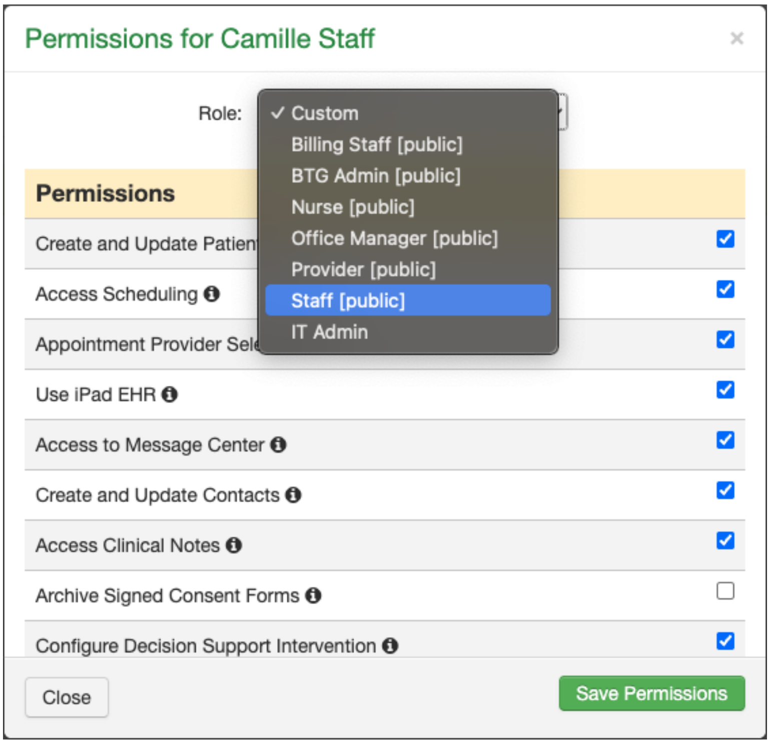


The role changes from public to custom.



Revert a staff member's role from custom to public

From the permissions window, select an option from the **Role** dropdown and then select **Save Permissions**.



The role changes from custom to public.