

# Release Notes - May 15, 2025

Last modified on 05/27/2025 1:25 pm EDT

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## Highlights

### New Features

#### [RecordSync](#)

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[Enhanced delivery of patient statements](#)

## New features

### RecordSync

**RecordSync** bridges critical interoperability gaps by giving providers nationwide access to patient visit histories and clinical documents. With a complete view of a patient's care across different settings, providers can deliver higher-quality care, improve outcomes, lower costs, and increase efficiency.



This feature started gradually rolling out to users on May 15 and will be available to all users by early June.

Now integrated with DrChrono, this powerful tool offers:

- **Real-time access** to comprehensive patient records from multiple facilities
- **Streamlined workflows** that minimize manual data entry and let you focus on patient care
- **No added cost**—these features are included in your current subscription

[Knowledge base article](#)

RecordSync & Consent /

Record List

Document Search has returned 22 results

As of: 01/06/2025, 8:15 PM

Sharing History

Refresh Records

Filter By

Title

Enter Search Terms ...

Encounter

Sort By

MM/DD/YYYY

MM/DD/YYYY

Newest First

Start Date

End Date

Reset filter

Progress Note

Available

Type

Progress Note (11506-3)

Source

My Clinic1737669788.834864

Encounter

01/24/2023, 8:00 AM

01/25/2023, 8:00 AM

Category

—

Author

—

Patient Summary

Reconciled

Type

Clinical Document (81214-9)

Source

My Clinic1737669788.834864

Encounter

—

Category

Clinical Document (81214-9)

Author

—

Surescripts Location Summary

Imported

Reconcile

Type

Location Summary (34133-9)

Source

Surescripts

Encounter

—

Category

Location Summary (34133-9)

Author


—

## New and improved patient chart experience

We are thrilled to announce the complete optimization of the patient chart, streamlining your workflow and enhancing patient care.



The new patient chart experience is now available to all users.



Peter Django

Male Identifies as Other  
DJPE000001

Provider

Annalise Provider

Address

123 Main St, Alameda, CA 94501

Phone

(510) 555-1234

Email

peterd@email.xyz

OnPatient

Not Enabled-Invite

Date Added







01/10/2025

Prev Appt

04/24/2025

Next Appt

None



Collapse

Patient Chart

Patient Summary

Demographics

Appointments

Clinical Dashboard

Documents

Eligibility

Tasks

Problem List

Medication List

Patient Summary

Problems

Prediabetes  
ICD-10: R73.03 | Onset: 02/03/2025  
Go to Problem List

Allergies

Peanuts  
Anaphylaxis  
Non-Drug Moderate to Severe  
Go to Allergy List

Medications

Metformin 500 mg tablet Unknown  
Go to Medication List

Locked Notes

New Patient Visit  
Appt. 04/14/2025 | Locked by: Helena Provider  
1 - 1 of 1 records  
Go to Documents

## Redesigned Patient Header

The **Patient Header** is fixed, making it easier to access key patient information while scrolling. New features include:

- Showing gender identity
- A copy-to-clipboard function for patient names
- Direct access to invite patients to OnPatient from the **Patient Header**.

## Customizable Patient Header

Customize the **Patient Header** to highlight the patient data most relevant to your specialty or role. Add new fields (for example, Patient Balance, Preferred Pharmacy) to the header.

## Patient chart summary

The new **Patient Summary** offers a quick, read-only view of essential patient information, with links to relevant chart sections. Future updates will include additional widgets and interactive, customizable options.

## Customizable Patient Chart Sidebar

Customize the patient chart by showing, hiding, or reordering tabs based on your specialty or role.

## Optimized Problem List

The **Problem List** provides flexibility and clear visibility into your patients' conditions. Easily add, edit, or remove problems to maintain an up-to-date, comprehensive health record.

## Optimized Allergy List

The **Allergy List** is now more streamlined:

- Exclude unnecessary codes with an improved **Add Allergy** feature
- The system prevents you from adding non-drug allergies when medication allergies are already listed and blocks duplicate allergen entries

## Related resources

- [Empower Webinar](#)
- [Customize the Patient Chart Header](#)
- [Customize the Patient Chart Sidebar](#)
- [Patient Chart Allergy List](#)
- [Patient Chart Header](#)
- [Patient Chart Permissions](#)
- [Patient Chart Problem List](#)
- [Patient Chart Sidebar Navigation](#)
- [Patient Chart Summary](#)
- [Patient Chart Tutorial Videos](#)

## Enhancements

### Anesthesia Calculations

We have revised the unit calculation methodology to align with current insurance payer standards and industry best practices. This update ensures greater accuracy and compliance in the billing of anesthesia services.

The updated formula for calculating and billing anesthesia CPT codes is as follows:

**Total Units = Base Units + Timed Units + Physical Status Modifier Units**

Please review and verify that your fee schedule(s) accurately reflect the appropriate pricing for all applicable anesthesia codes, as these rates will directly impact reimbursement based on the new unit calculation.

Please note that this updated calculation will **only apply to future appointments** moving forward as of May 15, 2025. Any anesthesia codes associated with **previously created appointments** will remain unchanged and will continue to reflect the unit totals and billing details in place at the time those appointments were initially entered.

[Knowledge base article](#)

### Underpaid Items Report

The **Underpaid Items Report** is a valuable tool designed to help you proactively identify claims that an insurance payer has processed at rates below the expected, contractually agreed-upon allowable amounts. This report enables you to detect underpayments that may otherwise go unnoticed, helping to ensure your practice receives full and fair reimbursement.

For this feature to function accurately and yield meaningful results, the contractually allowed amount for each CPT/HCPSC code must be correctly entered and maintained within the payer's fee schedule in your system. Proper setup of these allowable amounts forms the foundation of the report's ability to flag discrepancies between expected and actual payments. The report is globally enabled for all providers.

dr

chrono

Schedule

Clinical

Patients

Reports

Billing

Account

Marketplace

Help

Search

19

+

Underpaid Items

Date Type

Date of Service

Date

04/01/2017 - 04/28/2025

Billing Code

All

Insurance Name

All

Payer ID

All

Patient

All

Office

All

Provider

All

Billing Status

All

Compare By

Paid

Data Freshness

04-28-2025 2:04 pm

Date of Service	Posted Date	Provider Name	Patient Fullname	Office Name	Billing Code	Payer ID	Insurance Name	Claim ID	Billing ...	Billed
										\$0.00
Oct 24, 2023	Oct 25, 2023			Primary Office	10060	62308	Cigna	280169492	Balance Due	\$0.00

Related resources

- Underpaid Items Report: Overview
- Underpaid Items Report: Running the report
- Underpaid Items Report: Set Up
- Underpaid Items Report: Video

Labcorp requisition ID improvements

We enhanced the lab ordering system to provide better tracking of Labcorp orders. This improvement is specific to the API.

- Added the new external\_requisition\_id field to LabOrder records, which specifically captures the Labcorp requisition ID for improved lab order tracking
- The existing requisition\_id field continues to function as before, pulling from the order's internal ID

This update requires no user action. The external requisition ID will automatically be captured when Labcorp orders are processed.

Error appears when the Use iPad EHR permission is turned off

The DrChrono EHR app now displays an error message if you attempt to use it without theUse iPad EHR permission turned on.


Multiple eligibility coverage appears on the Appointments widget

The Appointments widget in the Dashboard has been updated to show multiple eligibility coverage. If an appointment has multiple eligibility coverage, you can hover over a tooltip to view additional eligibilities and the date it was checked.

4:00 PM - 15 min


Office 000


TestProfile





Tiffany T. Tester

No Status: 21h 37m

 Vitals Not Taken

 Note Not Locked

 Office0 Exam 1

 Aetna

05/13/2025

New Patient Visit

Aetna: 05/13/2025

Aetna: 05/13/2025

# Resolutions

## Clinical code field improvements in Clinical Form Management

We resolved an issue that allowed the selection of empty options in the multiple or single-select dropdown menus when attaching billing codes to clinical form elements. You can no longer attach billing codes to null (empty) options. This fix applies to both multiselect fields and all other clinical form elements. The system now ensures that a valid option is selected before allowing the attachment of billing codes.

## Modified provider permissions weren't updated in the Permission Grid

When provider permissions are changed in **Permissions Administration**, they are updated in the **Permission Grid**.

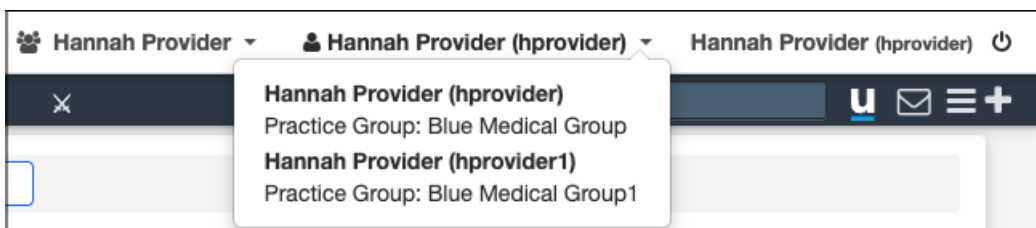
## Coming soon

### Linked accounts

We are pleased to introduce the new linked accounts feature for providers managing multiple practice groups. Designate a primary account and link additional practice group accounts for effortless switching without separate logins.

To link your accounts, create a support case. Notifications are sent to confirm successful account linking.

[Knowledge base article](#)



## New Settings permissions

We are offering more flexibility around **Settings** access.

- **Account Settings** permission - With this new permission AND the existing **Settings** permission turned on, you can access the **Account Settings** page.
- **Custom Fields** permission - With this new permission AND the existing **Settings** permission, you can access the **Manage Custom Data** page.
- **Office Settings** permission - With this new permission AND the existing **Settings** permission turned on, you can access the **Manage offices** page.
- **OnPatient Settings** permission - With this new permission AND the existing **Settings** permission turned on, you can access the **onpatient Settings** page.

No action is needed for users who already have the current **Settings** permission. You will automatically be granted the new permissions. Practice administrators can remove the new permission for users who need access removed to any of the new areas without impacting their access to other pages.

These new settings will automatically be turned on for new accounts with the **Nurse**, **Office Manager**, or **Provider**

roles.

## Enhanced delivery of patient statements

We're excited to announce that patient statements can now be sent via:

- Text message
- Email
- Traditional mail

These new options are designed to streamline your workflow, boost efficiency, and accelerate patient payments. Ensure patient profiles have updated phone numbers and email addresses to take full advantage of this feature.

