Using Health Gorilla (improved workflow)

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This workflow is slowly being rolled out to users beginning early May.

Health Gorilla has transitioned its integration to their FHIR API, which introduces changes to how users access and use Health Gorilla within patient charts. This article outlines what users can expect from the update, including changes to workflows, access points, and account migration. We'll cover the impact on existing users, new users, and mobile users, and explain how to navigate the updated experience.

What's Changed | Access Health Gorilla | Place a New Lab Order | Frequently Asked Questions

Additional resource

- 📽️Health Gorilla (Video)

For new integration requests, inform your implementation specialist or contact support.

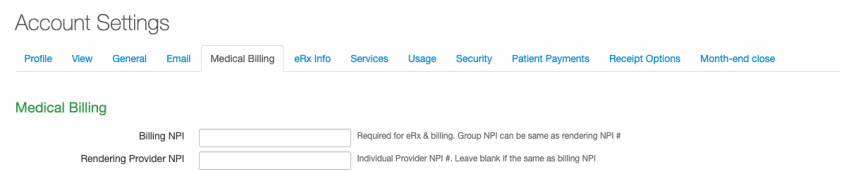
What's Changed

User Type	Impact	Access Changes	Account Migration
Existing	• Users must migrate to the new Health Gorilla FHIR API. • The cost of the integration remains unchanged, but the workflow will be different.	• Health Gorilla will no longer be accessible via the App Directory in the patient chart. • Users will access it through a standalone tab within the patient chart and Clinical Notes.	• Users with existing Health Gorilla accounts do not need to sign up again. • Existing order data will be preserved, and most current order types will continue to be supported in the new embedded view within the patient chart.

New	• Customers creating a Health Gorilla account after the migration will follow the new workflow outlined in this article.	• Users will access Health Gorilla through a standalone tab within the patient chart and Clinical Notes.	• Not applicable
Mobile	• Mobile users setting up a Health Gorilla account post-migration will also follow the updated workflow.	• Users will access Health Gorilla through a standalone tab within the patient chart and Clinical Notes.	• Not applicable

Accessing Health Gorilla in DrChrono

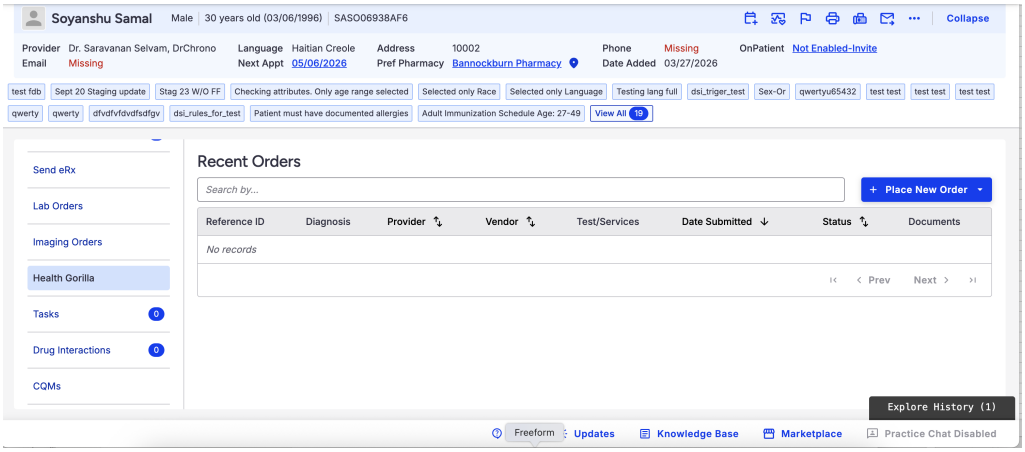
Before proceeding with the Health Gorilla integration, providers should verify that the National Provider Identifier (NPI) listed in their DrChrono account is accurate and up to date. Providers can review and update their NPI information within **Account Settings** under the **Medical Billing** section. Ensuring the correct NPI is on file helps prevent potential issues with setup and connectivity.



Web

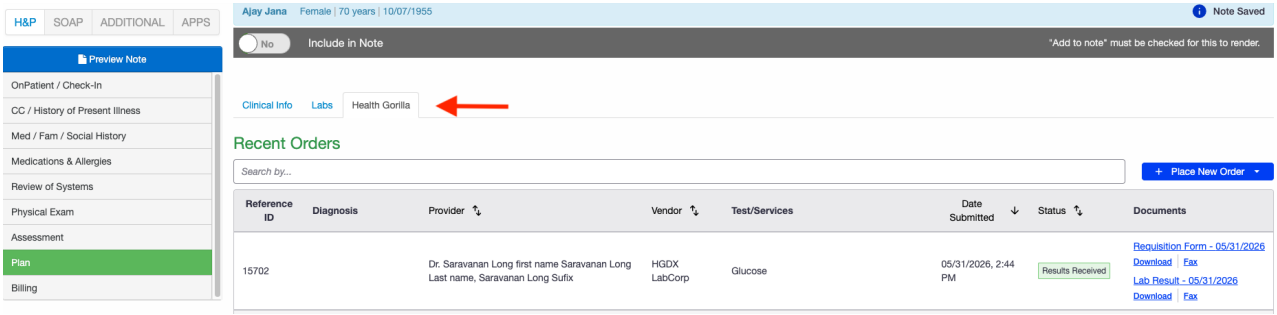
From the Patient Chart

- From the patient chart, **c**lick Health Gorilla from the menu list on the left
- The recent orders page will display the following :
  - Search bar - search by reference number, vendor, test or diagnosis code.
  - View in Health Gorilla - clicking the button will open a new table to view details for the order in Health Gorilla's portal
  - Place Order - click the dropdown to place a new lab order
  - Reference ID - hyperlink that redirects to Health Gorilla's portal to view order
  - Diagnosis - based on patient problems list
  - Provider - user who ordered the lab
  - Vendor - facility will lab order was sent and will also provide results
  - Test/Services - type of lab order request
  - Date Submitted - date lab order is submitted
  - Status - not sent, sent, canceled, results received or error
  - Pagination - tracks the number of lab order records, with option to choose previous or next page
  - Up and down arrow icon  - column is sortable



From the Clinical Note

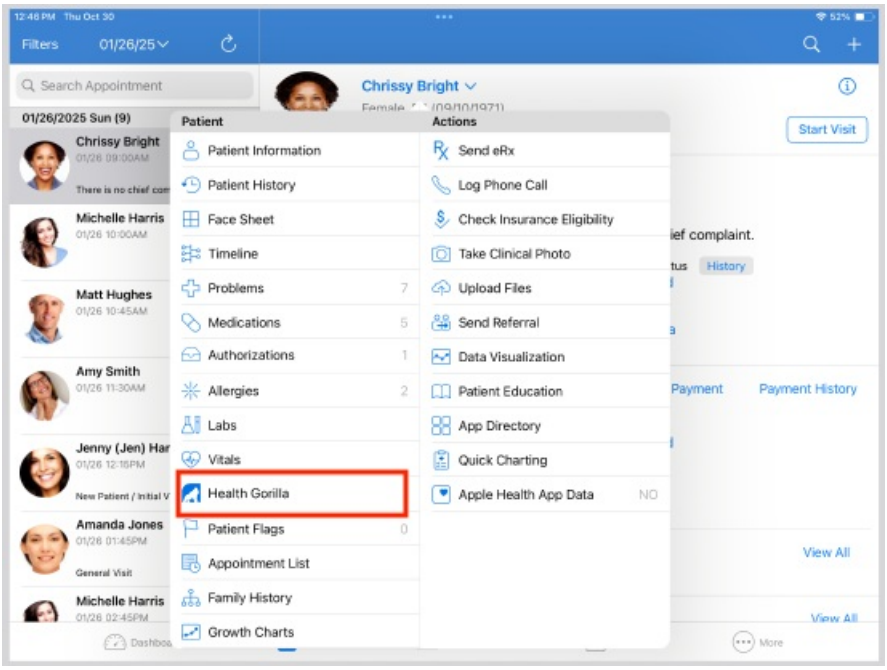
- Open a new or existing clinical note
- Click the Plan form
- Choose the Health Gorilla tab



Mobile

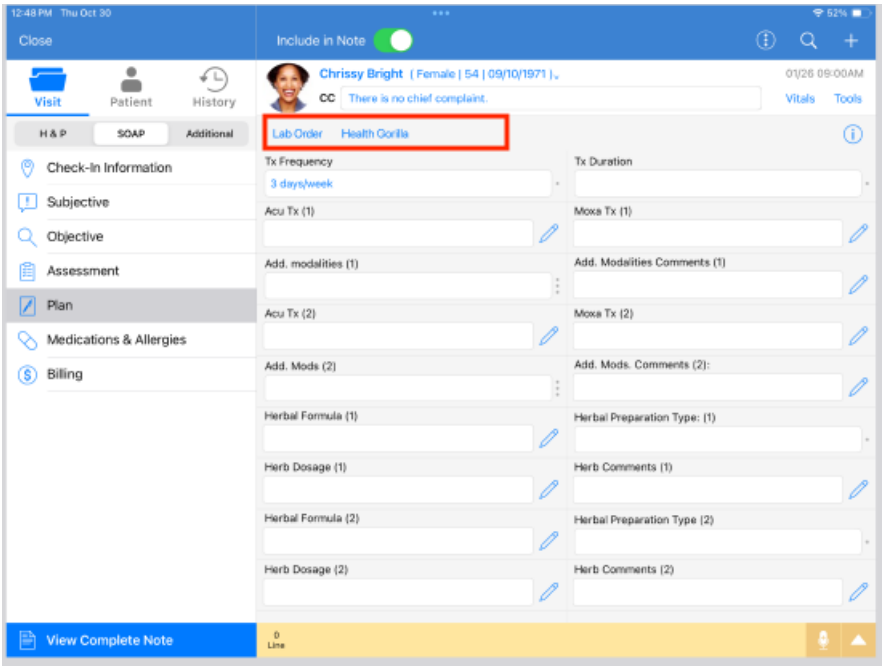
From the Patient Chart

- Tap the patient name to display the dropdown menu
- Tap Health Gorilla from the Patient Column



From the Clinical Note

- Open a new or existing clinical note
- Tap the Plan form
- Tap Health Gorilla



Place New Order

Web

From the Patient Chart

- Navigate to the patient chart
- Click Health Gorilla from the menu list on the left
- Click Place New Order
- Select the applicable order type from the dropdown list (diagnostic laboratories or radiology imaging).
- Enter order details
    - Vendor - search (by distance, office, patient or zip code) or select vendor from frequently used vendors list > Continue, Cancel or Back to Recent Orders
    - Tests - search or select tests and services for this order (option to choose most used, quick orders or available tests)
        - current order field (optional) - priority level and/or test notes
        - order options (optional) - order notes and/or visit ID
    - Continue, Cancel or Back
    - Complete - enter the following if applicable, fields with an asterisk (*) are required
        - select (single or multiple) patient diagnoses based on patient problems list
        - ordering physician
        - specimen for the order collected
        - schedule for future date
        - bill to
        - save as quick order
        - current order field (optional) - priority level and/or test notes
        - order options (optional) - order notes and/or visit ID
        - add attachments (optional)
    - Continue, Cancel or Back
    - Submit - preview order with the following options
        - print requisition form
        - print nearby locations
        - fax requisition form to the service provider
        - skip electronic submission
    - Submit, eSign & Submit, Back or Cancel
- Once submitted, the user will be redirected to DrChrono's recent order page.

> If no options are selected on the preview screen before submitting the order, the order will still be submitted. The screen will confirm submission, but will not automatically close. To view the order status, the user must go to the Health Gorilla section in the patient chart and click **Back to Recent Orders**.

From the Clinical Note

- Open a new or existing clinical note
- Select H&P
- Choose the Plan form
- Choose Health Gorilla
- Enter order details (same steps as Patient Chart)
- Once submitted, the user will be redirected to DrChrono's recent orders page.

Mobile

From the Patient Chart

- Tap the patient name to display the dropdown menu
- Tap Health Gorilla from the Patient Column
- Tap the  icon to create a new order
    - Refresh  the page
    - Option to search and/or view recent orders
    - Tap the icon  to launch the Health Gorilla portal in new Safari window.
- Select the applicable order type from the dropdown list
- Enter order details (same steps as Patient Chart)
- Once submitted, the user will be redirected to DrChrono's recent orders page.

From the Clinical Note

- Open a new or existing clinical note
- Tap the Plan form
- Tap Health Gorilla
- Enter order details (same steps as Patient Chart)
- Once submitted, the user will be redirected to DrChrono's recent orders page.

Frequently Asked Questions

Why are "Hospitals" and "Durable Medical Equipment" no longer available in the dropdown menu when placing an order?
According to Health Gorilla, these order types have been removed. Also, DrChrono's data indicates that a small percentage of users selected these categories.

What happens if I choose Imaging Order as my order type?

Imaging orders follow the same workflow outlined in the article above. Once results are received, an entry will automatically be created in the **Imaging Orders** section of the patient chart.

Are Quest and LabCorp connected to Health Gorilla?

Electronic lab orders for Quest and Labcorp are not available through Health Gorilla. In order to place an electronic lab order to Quest or Labcorp, you will need to open an account with each of these labs (if you don't already have one) and then connect that account to DrChrono. Please see our article for more information on setting up those direct accounts and integrating with DrChrono. In the event that Quest or Labcorp is temporarily unavailable in your account, you are able to order labs for Quest and Labcorp via e-fax as long as you have provided your account numbers to Health Gorilla.

Are DICOM images for radiology supported?

No. DICOM image files (the specialized format used in medical imaging) are **not** supported.
Instead, radiology results are provided **as PDF documents**, which contain the key information extracted from the original DICOM files.

These radiology PDFs typically include:

- **Radiologist's report** – narrative findings, impressions, and clinical interpretation.
- **Key images** – selected representative images taken from the full DICOM study.

- **Patient and study details** – such as patient name, imaging date, modality (e.g., CT, MRI, X-ray), and relevant technical information.

Click here for a list of connected Health Gorilla labs.