

# Using Health Gorilla (improved workflow)

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This workflow will begin rolling out February 9, with full availability by the end of March.

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	<ul style="list-style-type: none"><li>• Users must migrate to the new Health Gorilla FHIR API.</li><li>• The cost of the integration remains unchanged, but the workflow will be different.</li></ul>	<ul style="list-style-type: none"><li>• Health Gorilla will no longer be accessible via the App Directory in the patient chart.</li><li>• Users will access it through a standalone tab within the patient chart and Clinical Notes.</li></ul>	<ul style="list-style-type: none"><li>• Users with existing Health Gorilla accounts do not need to sign up again.</li><li>• 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.</li></ul>

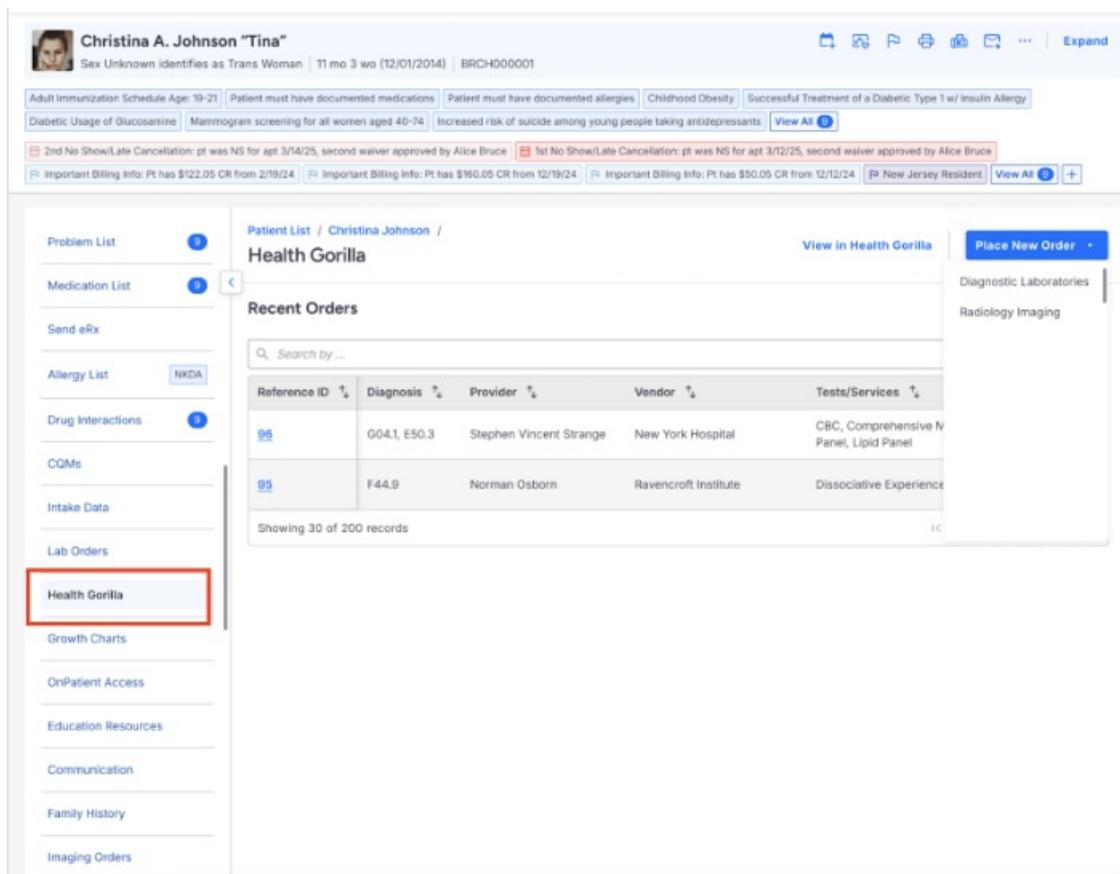
New	<ul style="list-style-type: none"> <li>Customers creating a Health Gorilla account after the migration will follow the new workflow outlined in this article.</li> </ul>	<ul style="list-style-type: none"> <li>Users will access Health Gorilla through a standalone tab within the patient chart and Clinical Notes.</li> </ul>	<ul style="list-style-type: none"> <li>Not applicable</li> </ul>
Mobile	<ul style="list-style-type: none"> <li>Mobile users setting up a Health Gorilla account post-migration will also follow the updated workflow.</li> </ul>	<ul style="list-style-type: none"> <li>Users will access Health Gorilla through a standalone tab within the patient chart and Clinical Notes.</li> </ul>	<ul style="list-style-type: none"> <li>Not applicable</li> </ul>

## Accessing Health Gorilla in DrChrono

### Web

#### From the Patient Chart

- From the patient chart, click 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



Christina A. Johnson "Tina"  
Sex Unknown identifies as Trans Woman | 11 mo 3 wo (12/01/2014) | BRCH000001

Adult Immunization Schedule Age: 19-21 | Patient must have documented medications | Patient must have documented allergies | Childhood Obesity | Successful Treatment of a Diabetic Type 1 w/ Insulin Allergy

Diabetic Usage of Glucosamine | Mammogram screening for all women aged 40-74 | Increased risk of suicide among young people taking antidepressants | View All 3

2nd No Show/Late Cancellation: pt was NS for apt 3/14/25, second waiver approved by Alice Bruce | 1st No Show/Late Cancellation: pt was NS for apt 3/12/25, second waiver approved by Alice Bruce

Important Billing Info: Pt has \$122.05 CR from 2/19/24 | Important Billing Info: Pt has \$160.05 CR from 12/19/24 | Important Billing Info: Pt has \$50.05 CR from 12/12/24 | New Jersey Resident | View All 3 +

Problem List | Medication List | Send eRx | Allergy List (NKDA) | Drug Interactions | CQMs | Intake Data | Lab Orders | **Health Gorilla** | View in Health Gorilla | Place New Order | Diagnostic Laboratories | Radiology Imaging

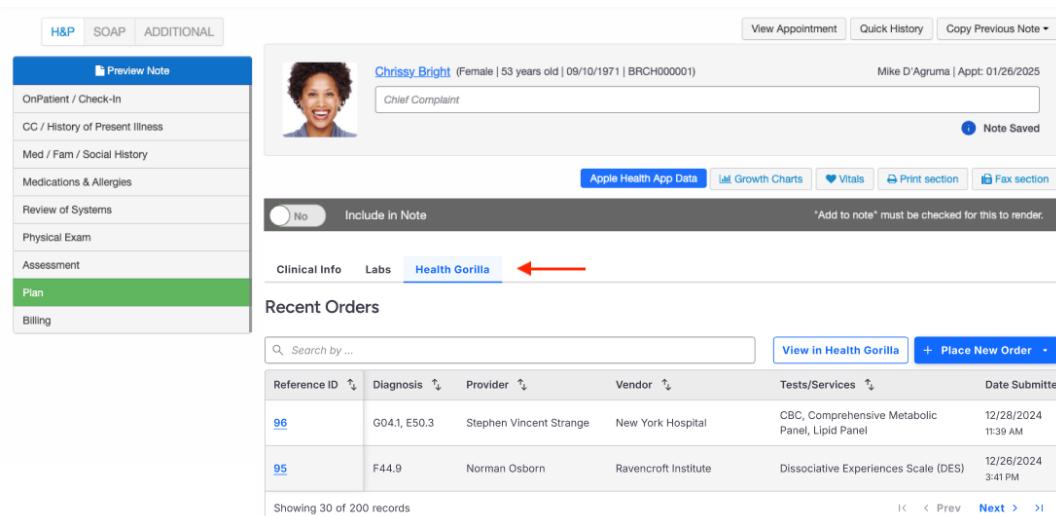
Recent Orders

Reference ID	Diagnosis	Provider	Vendor	Tests/Services
98	G04.1, E50.3	Stephen Vincent Strange	New York Hospital	CBC, Comprehensive N Panel, Lipid Panel
99	F44.9	Norman Osborn	Ravencroft Institute	Dissociative Experience

Showing 30 of 200 records

## From the Clinical Note

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



H&P SOAP ADDITIONAL

View Appointment | Quick History | Copy Previous Note

Chrissie Bright (Female | 53 years old | 09/10/1971 | BRCH000001) | Mike D'Aguma | Appt: 01/26/2025

Chief Complaint

Note Saved

Apple Health App Data | Growth Charts | Vitals | Print section | Fax section

No | Include in Note | Add to note\* must be checked for this to render.

**Plan** | Clinical Info | Labs | **Health Gorilla** | Recent Orders

Search by ... | View in Health Gorilla | Place New Order

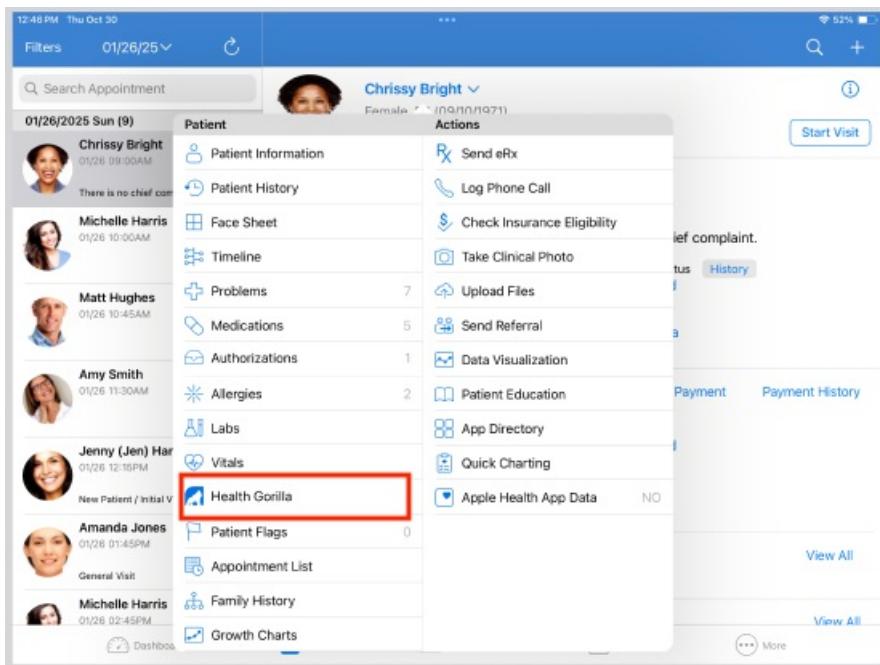
Reference ID	Diagnosis	Provider	Vendor	Tests/Services	Date Submitted
98	G04.1, E50.3	Stephen Vincent Strange	New York Hospital	CBC, Comprehensive Metabolic Panel, Lipid Panel	12/28/2024 11:39 AM
99	F44.9	Norman Osborn	Ravencroft Institute	Dissociative Experiences Scale (DES)	12/26/2024 3:41 PM

Showing 30 of 200 records

## Mobile

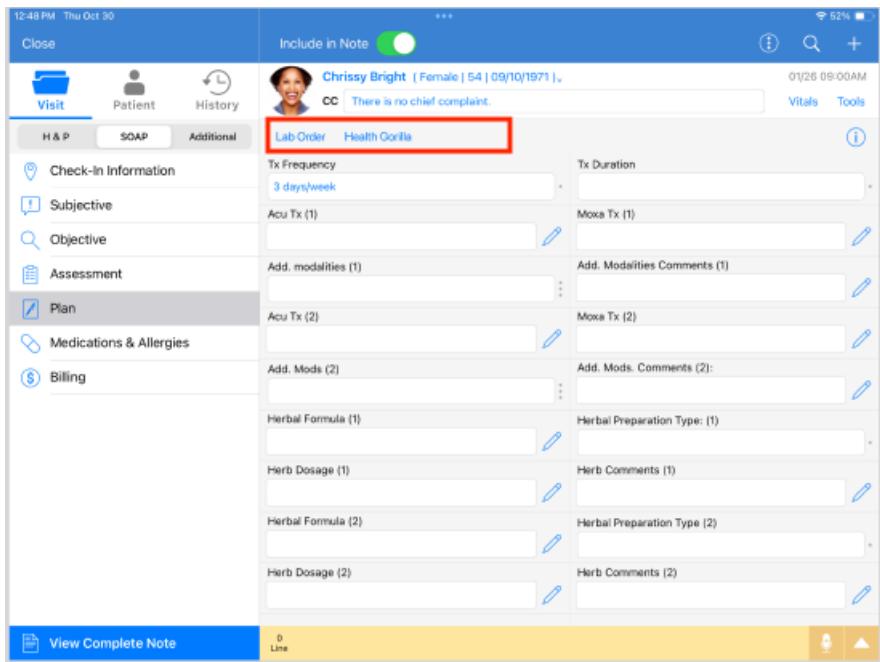
### From the Patient Chart

- 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.

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