May 2026

Last modified on 08/28/2026 12:15 pm EDT

Missed our May Empower session? Watch the recording to catch up. See below for the topics covered and the FAQ for questions answered live during the webinar.

What's in this session?

- **Real customer insights —** An update on how DrChrono customers have implemented EverHealth Scribe, including outcomes and upcoming improvements on the horizon.
- **Product updates —** Previews of the latest and upcoming DrChrono features.
- **Fireside chat with our Head of Customer Experience —** An open conversation on how DrChrono is prioritizing your practice.
- **Live Q&A —** Bring your questions! We'll close with a moderated Q&A session so you can get answers directly from the DrChrono team.

FAQ

Actual questions and answers from our session on May 21, 2026.

Practice Operations

Any plan to use AI in the Message Center (like AI summary, classification, etc.)? Front office automation is the number one issue we want DrChrono to address.

AI has been a key topic in **Message Center** discovery interviews over the past few months. The first target area is incoming faxes—providing an AI-generated summary that surfaces the document type, sending provider, and patient information before the user even opens the PDF. This use case is actively being prototyped and will be coming soon as part of the ongoing **Message Center** uplift.

Will you be expanding the ability to fax not just from within the patient chart?

Yes. Outgoing faxes currently function essentially as an audit log, and that is going to change. As part of the outgoing fax uplift, the team is working to enable one-to-many faxing directly from the **Message Center**—addressing the top complaint of having to send batch clinical notes one by one from the patient chart. The goal is to provide a universal faxing tool within the message center.

Will incoming messages still automatically start as a task to the provider?

Yes. There will be no change to the workflow for replies. The incoming message-to-task flow remains exactly as it is today.

When will the messaging updates go live?

Testing is wrapping up now and we are starting beta customer testing next month. A wider rollout will follow shortly after.

Will fax capabilities be expanded beyond the patient chart?

Yes. Outgoing faxes currently function essentially as an audit log, and that is going to change. As part of the outgoing fax uplift, the team is working to enable one-to-many faxing directly from the **Message Center**—

addressing the top complaint of having to send batch clinical notes one by one from the patient chart. The goal is to provide a universal faxing tool within the message center.

With the new OnPatient app, will we be able to attach PDF forms, surgical consents, or info guides to a specific appointment?

This is a great feature request that is on our radar. We recommend submitting a support ticket to formally log this request so it can be tracked by our Product team. We'll share updates as the OnPatient roadmap progresses.

When will the OnPatient update be available?

We're currently forming our beta group and will begin beta testing this summer, with a wider rollout to follow. If you're interested in being a beta user, please reach out to your account manager and we'd be glad to add you to the group!

Care Delivery Optimization

How does AI Scribe documentation work?

EverHealth Scribe works by recording the conversation between the provider, patient, and any other care team members in the room. It then generates either a structured H&P or SOAP note that flows directly into DrChrono's yellow notes section, fitting within any note sections already configured. Custom clinical forms can still be used alongside it. Scribe also recommends ICD-10 codes based on the visit conversation. Coming soon: additional structured data recommendations will be sent back to DrChrono to further reduce duplicate documentation.

What is the cost of Scribe? I may want to try it and have some questions about it.

EverHealth Scribe is priced at $99 per provider per month. New features discussed in the webinar (including additional structured data elements sent back to the EHR, like Code Assist and Rich Text Editor) are included at no extra cost. The product will continue to improve within the same bundle price.

What are your plans for interfacing labs and the ability to order labs and imaging outside of the note—including labs that are not LabCorp or Quest?

DrChrono has an integration with Health Gorilla using FHIR APIs, which allows users to place lab and radiology orders outside of LabCorp and Quest. Lab order requisition forms and returned lab result PDFs can be viewed both within the patient chart and within the clinical note.

Account and support

How can I upgrade my plan? I'm not sure if I need to add providers or staff to my plan—where is the best place to get help?

The best place to start is Support. The Support team can help answer both plan upgrade questions and questions about adding providers or staff, and will route you to the right place if needed. For any open tickets or specific follow-up questions, the team will also reach out after the webinar.

Can coaches or non-physician specialists be added as staff or providers so they can document patient time?

Yes, you can add team members. To ensure the right permissions and documentation settings are configured for your specific roles (e.g., coach, pelvic floor specialist), submit a support ticket so our team can guide you through the best setup for your practice.

How can I understand which permission settings control which functions—especially for financial performance and transactions?

We have a comprehensive Account Permissions Overview knowledge article in our knowledge base that maps permissions to their corresponding functions. For complex financial scenarios, our team would love to meet with you to configure the best setup. We'll follow up directly to schedule time.

How can I see a count of our active providers and any empty seats?

You can view your currently active provider list by going to **Account** > **Staff Members** > **Provider** tab. Your number of purchased licenses is listed on your contract or accessible through the customer payment portal.

Are there plans to improve video visit connection stability, and can we set a virtual background?

Setting a virtual background is on our roadmap. For the full context on video connection improvements, refer to the webinar recording where this was addressed in the live Q&A.