

OnPatient Web and Mobile App Overview

Last modified on 09/23/2026 5:30 pm EDT



About the new OnPatient portal experience

The redesigned OnPatient portal experience is currently in beta and available to select early-access users. This knowledge article may be updated as the portal experience evolves.

Unified OnPatient experience | Same features on every device | Layout and menu by device

OnPatient looks and works the same way whether you sign in through a computer's web browser, the OnPatient app, or a phone or tablet's web browser. This includes the OnPatient app on iPhone, iPad, Android phones, and Android tablets. This overview explains how OnPatient's design adjusts to your device and where to find the menu on each one.

Unified OnPatient experience

OnPatient uses a responsive design, which means the portal automatically adjusts to fit the screen you're using. The OnPatient app (available on iPhone, iPad, Android phones, and Android tablets) uses the same design as the OnPatient website, so you get the same look, feel, and navigation no matter which device or browser you use.

Navigation and settings are simplified and organized the same way across devices, so you can find your appointments, messages, billing, and health records in the same places no matter how you sign in.



The layout differences described below are based on **screen size**, not on whether you use the app or a web browser. For example, if you use the OnPatient app on an iPad and the OnPatient website in an iPad's web browser, they look and work the same way.

Same features on every device

The OnPatient app and the OnPatient website have functionally identical features. Any task you can complete on one device, you can complete on another. Only the layout and menu location change to fit the screen size.

Layout and menu by device

OnPatient groups devices into three screen sizes: desktop, tablet, and mobile. Every device in a group shares the same layout and menu location, whether you use the OnPatient app or a web browser.

Screen Size	Includes	Menu Location	Layout
Desktop	Desktop web browser	The menu stays open on the left side of the screen.	Content displays in two columns. The menu and footer stay in place as you scroll.

Screen Size	Includes	Menu Location	Layout
Tablet	iPad app, iPad web browser, Android tablet app, Android tablet web browser	The menu collapses into an icon. Tap the icon to open it.	Content displays in two columns, similar to desktop. Pop-up windows resize to fit the tablet screen.
Mobile	iPhone app, iPhone web browser, Android phone app, Android phone web browser	The menu appears in a bar at the bottom of the screen.	Content displays in a single column. The header and bottom menu bar are simplified to fit the smaller screen.

Desktop

<< Collapse Menu

Home

Appointments

Billing

Messages9

Care Team

Health Records

Settings

Alice Bruce

Log Out

OnPatient

Hello, Alice Bruce

Practice Name - Office Closed

Our office will be closed for the holidays. If you have an emergency, please call 911.

Next Appointment

Go to Appointments

Wednesday | In-Person Visit

September 26, 2025, 10:30 PM PST

Peter Bruce, MD

Primary Care

(123) 456-7890

Los Angeles Office - 123 456 ST SW, Los Angeles, CA 12345

Appointment Type

Follow-up Visit

Visit Reason

I have a back pain. It's been 2 weeks.I have a back pain. It's been 2 weeks.I h...

Check In

Recent Bill

Go to Billing

Peter Bruce, MD

Outstanding Balance

\$110.00

Insurance

\$110.00

Total

\$220.00

Statement: 06/30/2025

Make Payment

Schedule New Appointment

Send New Message

Recent Activities

Peter Bruce | 12/12/2024, 10:00 PM

Peter Bruce sent you a new lab result.

Peter Bruce | 12/12/2024, 10:00 PM

Peter Bruce sent you a new education document.

Peter Bruce | 12/12/2024, 10:00 PM

Just a reminder that your check-in form is still incomplete for appointment September 26, 2025, 10:30 PM PST. Please finish it before your appointment to help us serve you smoothly.

Peter Bruce | 12/12/2024, 10:00 PM

Peter Bruce sent you a new message.

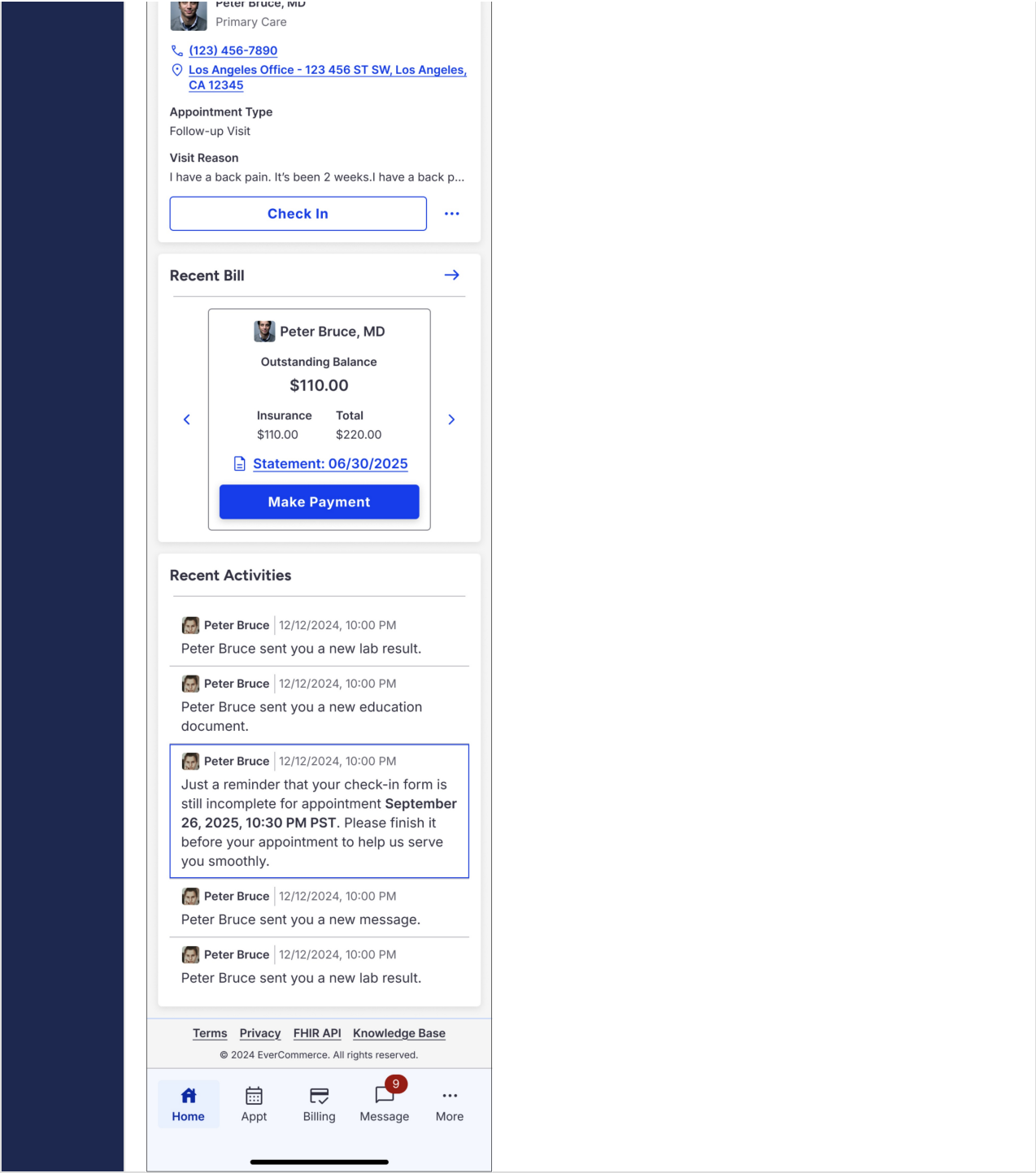
Peter Bruce | 12/12/2024, 10:00 PM

Peter Bruce sent you a new lab result.

© 2025 EverCommerce. All rights reserved. | Terms | Privacy

FHIR API

Knowledge Base



Because the OnPatient app and OnPatient website share the same design, any steps written for one device apply to the others. Only the menu location and column layout differ between the screen size groups.