Release Notes - August, 2026

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This month's release brings Apple Pay and Google Pay to patient payments and a unified Insurance & Eligibility screen — plus several early-access previews of what's coming next.

Release date: September 3, 2026

In this release: ⚡ Platform & Reliability · ≣ Billing & Revenue Cycle · ≣ Practice Operations · ≣ Clinical · ≣ Early Access

Affected practice roles: Providers · Clinical Staff · RNs & MAs · Billing Staff · Prior Auth Coordinators · Front Desk · Practice Admins · Office Managers

≣ Billing & Revenue Cycle

Patients can now pay with Apple Pay and Google Pay

Available now

Billing Staff · Prior Auth Coordinators

Patients paying through your hosted payment links, text-to-pay, or QR codes can now check out with Apple Pay or Google Pay — no card number to type in, and nothing stored by DrChrono.

⚡ One-tap checkout speeds up patient collections

Patients authenticate with Face ID, Touch ID, or a device PIN

No action required

Digital Wallets is already live for practices using DrChrono Payments. Transactions settle through your existing reconciliation process.

Statement preview now matches exactly what patients receive in the mail

Available now

Billing Staff · Prior Auth Coordinators

The statement preview inside DrChrono has been rebuilt to be visually identical to the version your patients receive in the mail — same layout, fonts, and colors.

What you see in DrChrono is what your patient sees

Fewer billing-mismatch questions from patients

Insurance and Eligibility come together in one screen

Rolling out · Full availability September 2026

Front Desk · Practice Admins · Office Managers | Billing Staff · Prior Auth Coordinators

Insurance and Eligibility now live on a single, modernized screen, with streamlined billing-priority switching and archiving support for every insurance type — including Auto Accident and Workers' Compensation.

□ One screen instead of two for insurance intake

□ Archive and un-archive any insurance type, including Auto Accident and Workers' Compensation

□ Easier insurance ID card uploads

Heads up

This uplift is rolling out gradually. If your practice hasn't seen the new screen yet, it's on its way before September.

□ Practice Operations

Also improved

□ Removing an exam room with existing appointments now shows a warning before those appointments are automatically reassigned to the highest-numbered room

□ Clinical

Also improved

□ NDC search now works when creating a prescription, not just in the billing tab — Electronically Prescribing Controlled Substances with ID.me in DrChrono

□ Inactive or obsolete medication names now show in a separate section when searching by NDC — Searching for Medications by NDC in Billing

✳ Required fields in Clinical Form Management now show a red asterisk so they're easy to spot

As part of this release, we are continuing our ongoing work to assess, monitor, and address any security vulnerabilities.

Early Access

Features available to select practices now. Contact us to join.

? Billing & Revenue Cycle

Issue refunds for any payment type, not just cash and check

Early access · Full availability September 2026

Billing Staff · Prior Auth Coordinators

Refunds are no longer limited to cash and check — you'll be able to issue a refund for card and any custom payment type your practice uses, with the refunded amount automatically kept out of unallocated so your balances stay accurate.

? Refund any payment type, including custom types your practice created

? Refunded amounts are automatically kept out of unallocated for accurate balances

? Refund Patient Cash and Check Payments

Generate statements by office instead of one consolidated statement per patient

Early access · Full availability September 2026

Billing Staff · Prior Auth Coordinators

Multi-location practices can now generate separate statements by office location instead of one consolidated statement per patient — a better fit for practices operating under separate tax IDs or merchant accounts.

? Balances and appointments grouped by office, not merged across locations

? Filter the Patient Statements list by office to quickly find the right patients

Patient payments route automatically to the right merchant account

Early access · Full availability September 2026

Billing Staff · Prior Auth Coordinators

Statements now determine the correct merchant account automatically — following an office-to-practice-group hierarchy — so payment links, QR codes, text-to-pay, and OnPatient payments all land in the right account.

? No more manual fund transfers between merchant accounts

? Easier reconciliation for multi-location and multi-entity practices

⚙ Configure and view office-to-merchant mappings directly from Settings

Financial Transaction, Aging AR, and Product & Procedure reports move to a modernized

reporting platform

Early access · Full availability September 2026

Billing Staff · Prior Auth Coordinators

Three of your most-used reports — Financial Transaction, Aging AR Analysis, and Product & Procedure — are moving to a modernized reporting platform. The reports themselves aren't changing; this lays the groundwork for richer reporting down the road.

? Same reports, same data, no disruption to your workflow

Heads up

This migration is rolling out gradually across accounts. Your remaining reports will move over in a later phase.

? Clinical

Chart and clinical note come together in one window

Early access · Full availability late 2026

Providers · Clinical Staff · RNs & MAs

An early look at a consolidated documentation experience: the patient chart and the clinical note live in a single tab, so you're not toggling between windows mid-encounter. Early access opens to select practices starting in September.

? One tab for chart and note — no more window-switching

EverHealth Scribe recommends prescription drafts from your visit

Early access · Full availability November 2026

Providers · Clinical Staff · RNs & MAs

EverHealth Scribe can now recommend medications and SIG entries based on your visit transcript, delivered as eRx drafts that flow through your existing delegation and approval workflow. Early access opens in September.

✍ Fewer manual searches through the medication compendium

? Drafts flow into your existing eRx and delegation workflow — nothing new to learn

Heads up

This feature must be enabled by CarePilot.

? Resources

▶ Release spotlight video

Watch the August recap

☰ EHR Release Resolutions

Complete list of resolutions for this web release.

☰ Interactive walkthroughs

Step-by-step demos for new features — linked from each section above.

▯ No walkthroughs published yet for this release — [placeholder: add Supademo links as they become available]

☰ Have questions?

Contact DrChrono Support for help with any feature in this release.