

How Office-Based Statements Appear to Patients in the Patient Portal (OnPatient)

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Overview

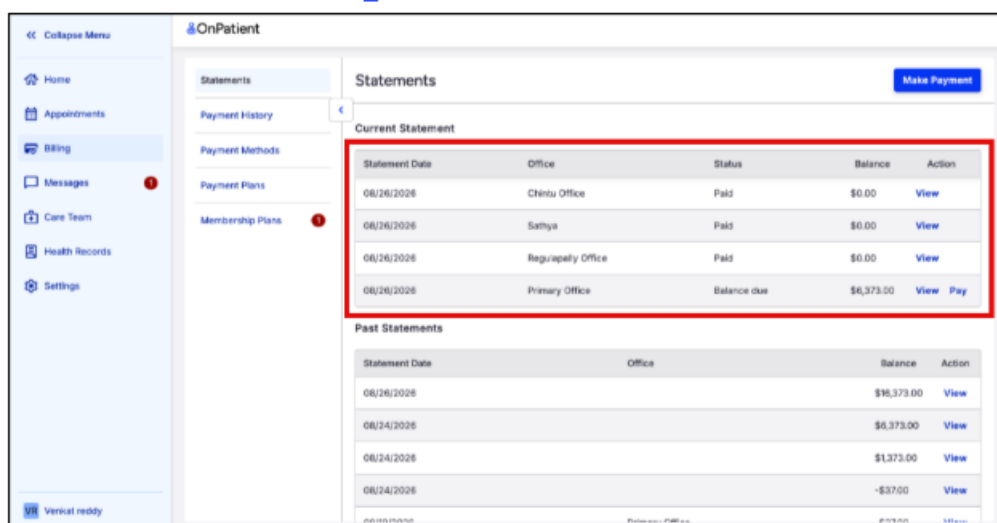
When a practice enables Office-Based Statement Splitting (see “Setting Up and Generating Office-Based Patient Statements”), patients who are seen at more than one office in the practice group will see their statements broken out by office in the OnPatient portal, instead of one combined statement.

This article explains what patients see so your staff can answer questions about it.

What Patients See

In OnPatient, under the **Statements** tab (both **Current Statements** and **Past Statements**):

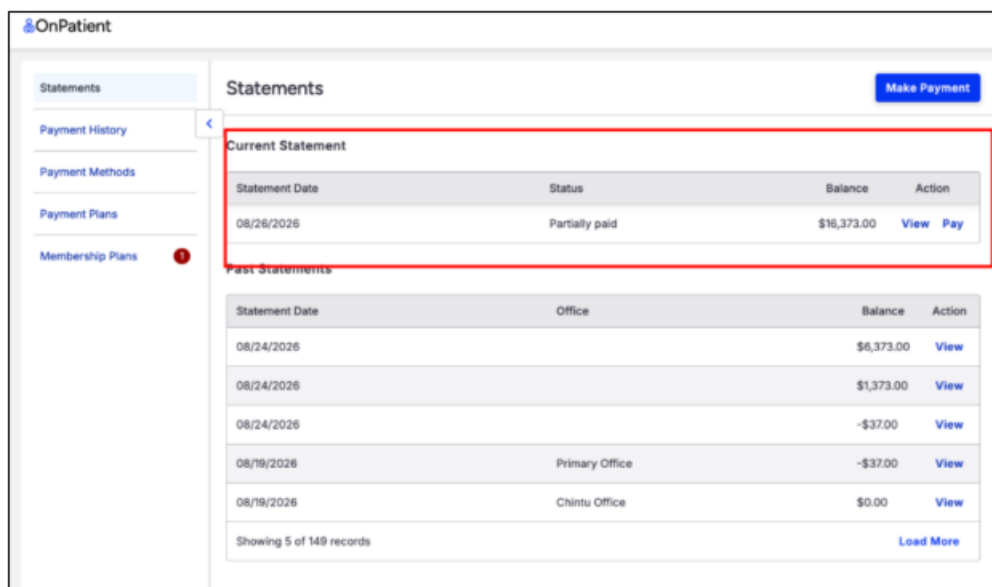
- A patient with a balance at more than one office sees **one statement entry per office**, each labeled with the office name. For example, a patient seen at both “Downtown Clinic” and “Uptown Clinic” would see two separate entries.
- Each entry reflects **that office's own balance and status**. It's possible for one office's statement to show as **Paid** while another office's statement for the same patient still shows a balance due — this is expected and reflects each office's charges independently.
- All the usual statement details (dates, amounts, download/view options) remain available on each entry — the only thing that changes is that they're now split out and labeled by office.



OnPatient				
Statements				
Make Payment				
Current Statement				
Statement Date	Office	Status	Balance	Action
08/26/2026	Chintu Office	Paid	\$0.00	View
08/26/2026	Sathya	Paid	\$0.00	View
08/26/2026	Regusapally Office	Paid	\$0.00	View
08/26/2026	Primary Office	Balance due	\$6,373.00	View Pay
Past Statements				
Statement Date	Office		Balance	Action
08/26/2026			\$16,373.00	View
08/24/2026			\$6,373.00	View
08/24/2026			\$1,373.00	View
08/24/2026			-\$37.00	View

When the Office Column Is Blank

If a statement was generated before Office-Based Statement Splitting was turned on, or was generated at the practice level (Office filter set to **All Offices**), it will show with no office name. This is expected — it simply means that the statement covers the whole practice rather than a single office.



OnPatient			
Statements			
Make Payment			
Statements			
Payment History			
Payment Methods			
Payment Plans			
Membership Plans			
Current Statement			
Statement Date	Status	Balance	Action
08/26/2026	Partially paid	\$16,373.00	View Pay
Past Statements			
Statement Date	Office	Balance	Action
08/24/2026		\$6,373.00	View
08/24/2026		\$1,373.00	View
08/24/2026		-\$37.00	View
08/19/2026	Primary Office	-\$37.00	View
08/19/2026	Chintu Office	\$0.00	View
Showing 5 of 149 records			Load More

Frequently Asked Questions

Will patients at single-office practices notice any change?

No. This only affects patients whose practice group has multiple offices and has enabled the feature.

Why does my patient have two statements now instead of one?

This is expected behavior once Office-Based Statement Splitting is enabled and the patient has charges at more than one office — each office generates its own statement.

Can a patient pay one office's statement without affecting the other?

Yes. Each office's statement and balance are tracked independently.

Related Articles

- [Setting Up and Generating Office-Based Patient Statements](#)
 - [Creating and Managing Patient Statements](#)
 - [Video: Generating Patient Statements](#)
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