

Change Provider Configuration Guide

Last modified on 10/26/2026 5:20 pm EDT

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The **Change Provider** settings let FrontOffice+ offer a different provider when the patient's original provider has no availability. They apply both when rescheduling and when patients book new appointments. The main goal is to recover appointments that would otherwise be lost because one provider's schedule is full.

Key configuration options

Alternative providers for rescheduling

- **Enable Alternative Providers for Rescheduling:** When turned on, FrontOffice+ searches for open slots with alternative providers if the original provider has no availability.
- **Alternative Providers:** Use this menu to choose which providers can be offered as alternatives. You can select more than one.
- **Exclude Providers from Alternative Search:** Use this menu to choose providers who should never be offered as alternatives.

Alternative provider groups

- **Enable Alternative Provider Groups:** When turned on, FrontOffice+ uses a group configured for each original provider instead of the global list. This applies both in the text message flow and in the **Rescheduling Portal**.
- **Providers Who Cover for Each Provider:** For each provider, select who can see their patients. Coverage is one-way: adding B and C to A doesn't let A cover for B or C.



If the account moves the original appointment instead of booking a new one, the provider can't be changed in the text message flow. Groups still apply in the **Rescheduling Portal**.

Example

- **Scenario:** Dr. Smith is fully booked for the next three weeks, and Dr. Lee and Dr. Patel can see her patients.
- **Setup:** Turn on **Enable Alternative Provider Groups** and add Dr. Lee and Dr. Patel under Dr. Smith.
- **Outcome:** When one of Dr. Smith's patients needs to reschedule and she has no openings, FrontOffice+ offers slots with Dr. Lee or Dr. Patel instead.

Before going live

Confirm:

- **Coverage rules:** Each provider's group matches who can actually see their patients, including specialty and licensing restrictions.
- **Exclusions:** Providers who must never receive other providers' patients are on the exclusion list.
- **Reschedule mode:** Check whether the account moves or rebooks appointments, because moving an appointment doesn't allow a provider change in the text message flow.

If you require further assistance, contact our Customer Support team via in-app chat, email us at



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