Edit Basic Office Information - Beta

Last modified on 11/05/2026 3:35 pm EST

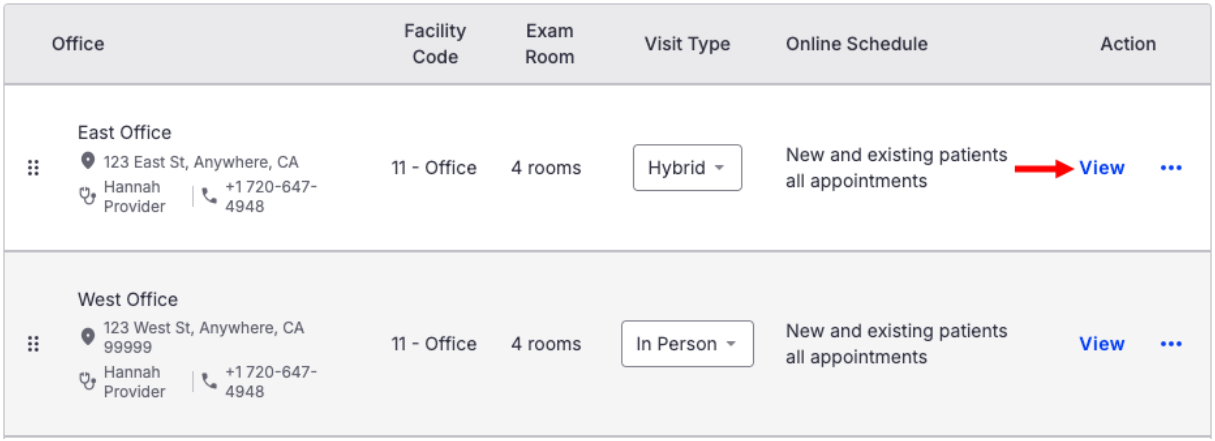
Edit an office's basic information | **Change an office's visit type** | **Reorder offices**

You can update office details, including the office name, address, phone number, and exam room information, and change the primary provider assigned to an office, in the **Basic** section of the **Offices** page.

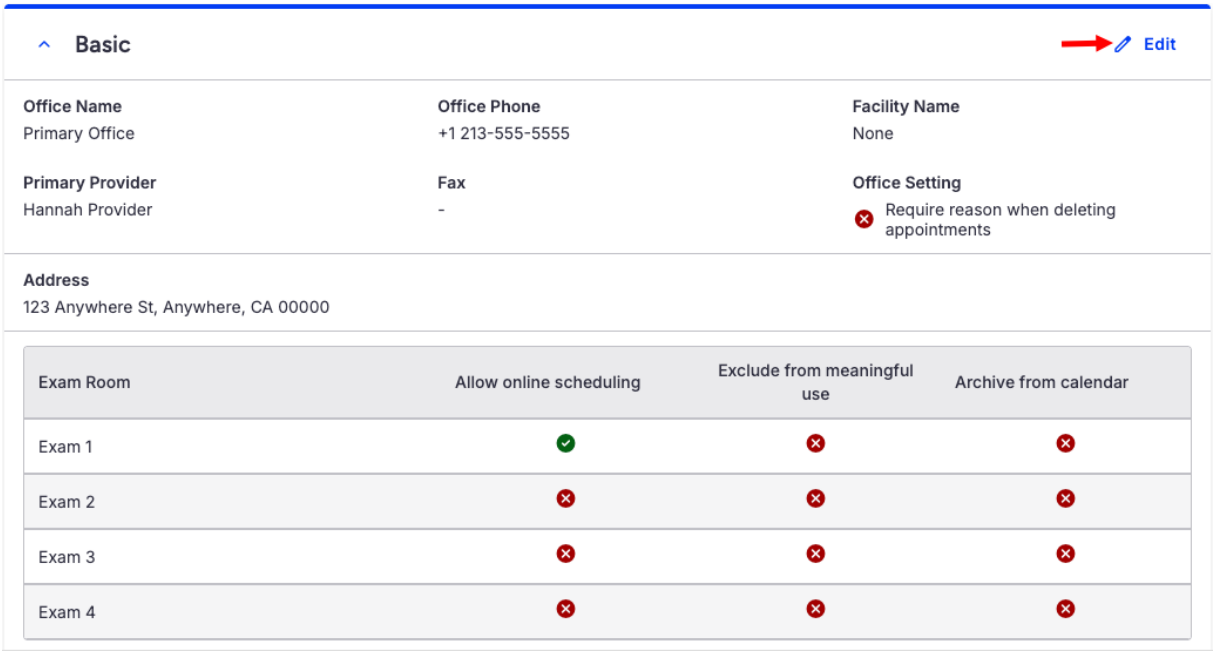
For practice groups with multiple office locations, search by office name to narrow your list.

Edit an office's basic information

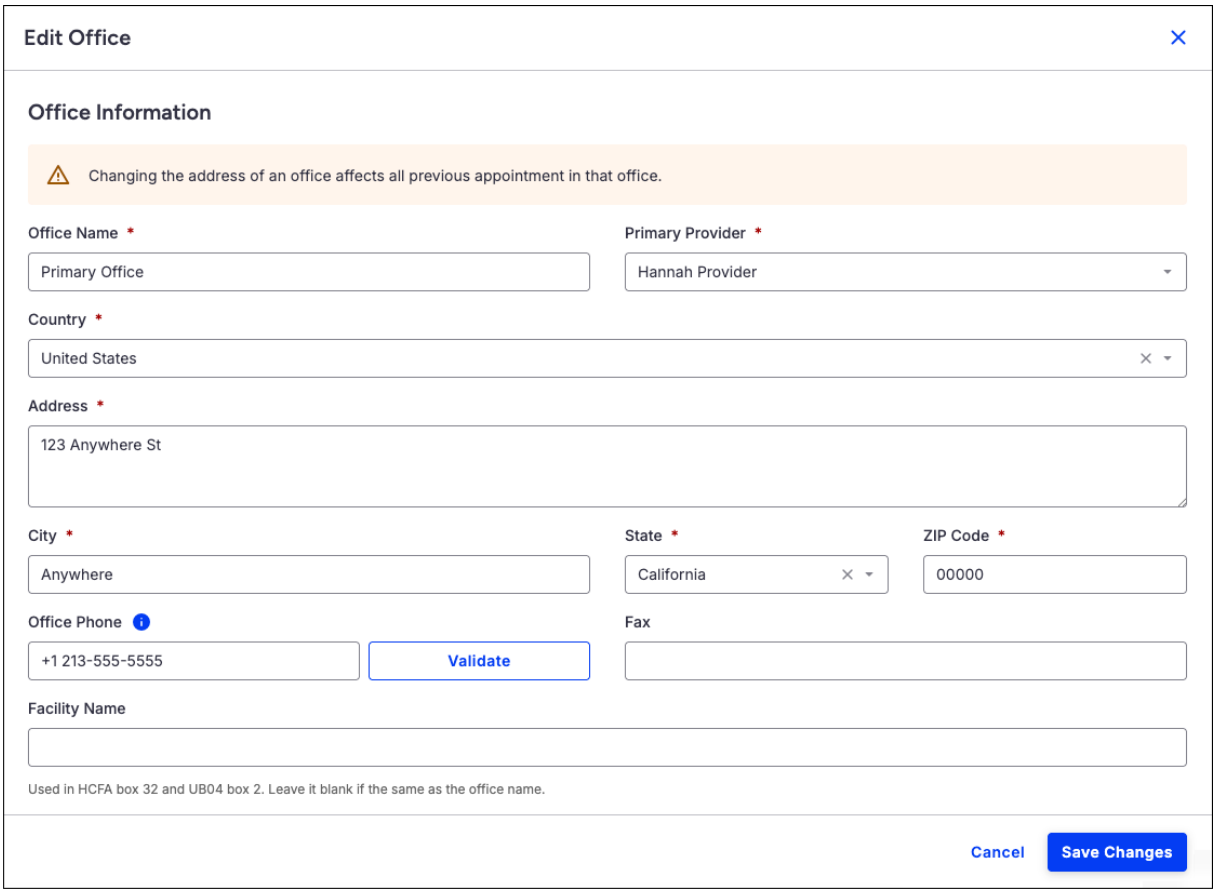
1. Select **Account** > **Practice Management** > **General Management** > **Offices**.
2. Select **View** for a specific office to open the **Basic** section for that office.



3. Select **Edit** to open the **Edit Office** side panel.



4. Make your changes and select **Save Changes**.



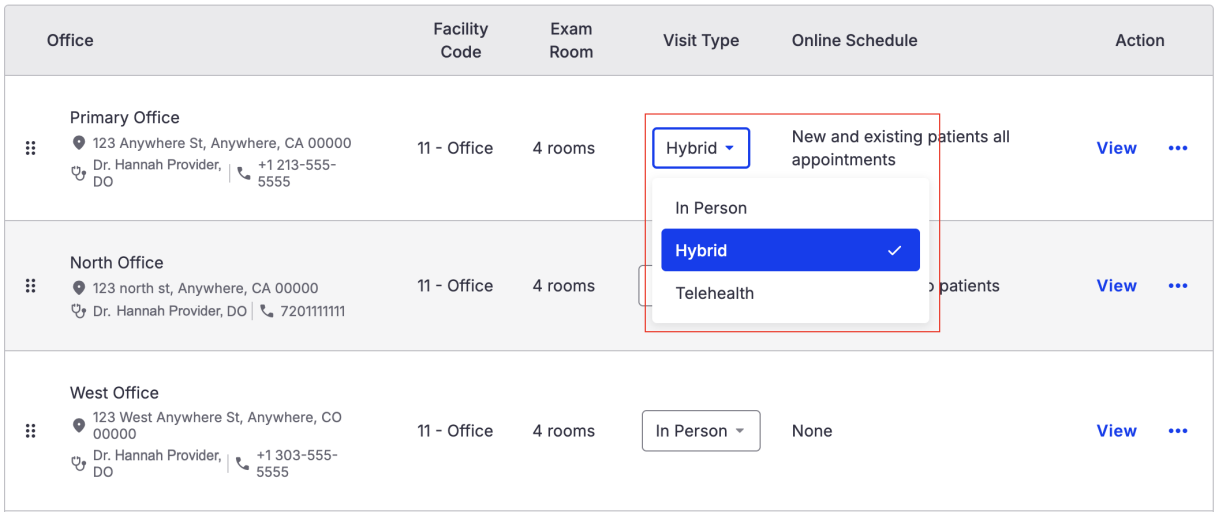
Change an office's visit type

The visit type controls which appointments can be scheduled at an office in DrChrono, the online scheduling widget, OnPatient, and the API.

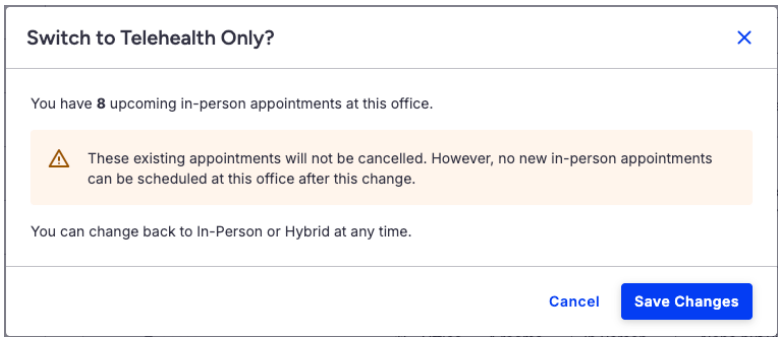
- **In Person**: Only in-person appointments
- **Hybrid**: In-person appointments and video visits
- **Telehealth:** Only video visits. The office time zone field is hidden because video visits use the provider's time zone.

1. Select **Account** > **Practice Management** > **General Management** > **Offices**.

2. Under **Visit Type**, select whether the office's visit type is in-person, hybrid, or telehealth.

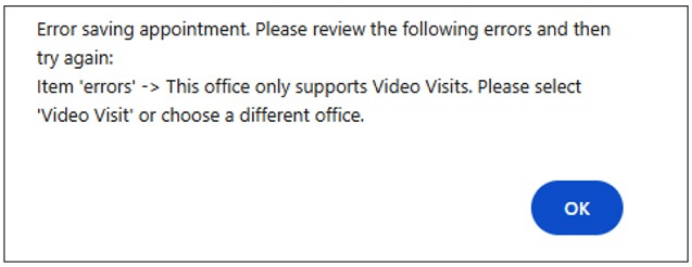


If you selected **Telehealth**, a confirmation window opens, which shows the number of upcoming in-person appointments at the office. Select **Save Changes**.



Changing the visit type to **Telehealth** doesn't cancel or change upcoming in-person appointments. Reschedule them as video visits or move them to another office.

If a staff member edits an existing appointment to a type the office does not allow, an error message appears, and the change is not saved.



Reorder offices

Hover over the drag dots icon ⠿ (the cursor changes to a grab cursor) and then drag and drop to reorder the office list.

Office	Facility Code	Exam Room	Telehealth	Online Schedule	Action
Primary Office 123 Anywhere St, Anywhere, CA 00000 Hannah Provider | +1 213-555-5555	11 - Office	4 rooms		New and existing patients all appointments	View •••
North Office 123 North Anywhere St, Anycity, CO 00000 Hannah Provider | 720-555-5555	11 - Office	4 rooms		None but visible to patients	View •••