

# Telehealth with Multiple Offices

07/24/2024 9:36 pm EDT

You can now set up multiple offices for telehealth. Individual offices now have the capability to enable telehealth to schedule video visits.

Go to **Account > Offices** to set up your offices for telehealth.

**Account** Marketplace

**ACCOUNT SETTINGS**

- User Settings
- Provider Settings
- onpatient Settings
- Account Setup
- Custom Fields
- Copy Dashboard (Beta)
- API
- App Directory

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**PRACTICE SETTINGS**

- Offices**
- Facilities

To enable the office for telehealth toggle the switch from off (



) to on (



).

Manage offices ?

Active Offices

Page 1 of 1

[+ Add New Office](#)

Name Provider	Address	City	Phone	Facility Code	# Exam Rooms	Online Schedule	Sharing	Telehealth Enabled	
☰ <b>Telehealth 1</b> Brendan Wilberton	225 Schilling Circle	Hunt Valley	(443) 555-5555	11	3	New And Existing Patients All Appointments	<a href="#">Share</a> <a href="#">View</a>	<input checked="" type="checkbox"/> ON	<a href="#">History</a> <a href="#">Edit</a> <a href="#">Archive</a>
☰ <b>Physical Office</b> Brendan Wilberton	123 Fake Street	Baltimore		11	4	New And Existing Patients All Appointments	<a href="#">Share</a> <a href="#">View</a>	<input type="checkbox"/> OFF	<a href="#">History</a> <a href="#">Edit</a> <a href="#">Archive</a>
☰ <b>Telehealth 2</b> Dr. James Smith	225 Schilling Circle	Fort Collins	(970) 555-5555	11	4	New And Existing Patients All Appointments	<a href="#">Share</a> <a href="#">View</a>	<input checked="" type="checkbox"/> ON	<a href="#">History</a> <a href="#">Edit</a> <a href="#">Archive</a>
☰ <b>Physical Office 2</b> Dr. James Smith	225 Schilling Circle	Hunt Valley	(443) 555-5555	02	1	New And Existing Patients All Appointments	<a href="#">Share</a> <a href="#">View</a>	<input checked="" type="checkbox"/> ON	<a href="#">History</a> <a href="#">Edit</a> <a href="#">Archive</a>

If you have various providers using telehealth, each provider will have to agree to telehealth to the telehealth Terms of Service, Privacy Policy, and contract addendum in their account.

Active Offices

Name Provider	Address	City	Phone	Facility Code	# Exam Rooms	Online Schedule	Sharing	Telehealth Enabled	
<b>Eastern Office</b> Brendan Wilberton	225 Schilling Circle	Hunt Valley		11	3	New And Existing Patients All Appointments	<a href="#">Share</a> <a href="#">View</a>	<input checked="" type="checkbox"/> ON	<a href="#">History</a> <a href="#">Edit</a> <a href="#">Archive</a>
<b>Main PG Office</b> Brendan Wilberton	123 Fake Street	Baltimore		11	4	None	<a href="#">Share</a> <a href="#">View</a>	<input checked="" type="checkbox"/> ON	<a href="#">History</a> <a href="#">Edit</a> <a href="#">Archive</a>
<b>Mountain Office</b> Dr. James Smith	225 Schilling Circle	Fort Collins	(970) 555-5555	11	4	None	<a href="#">Share</a> <a href="#">View</a>	<input checked="" type="checkbox"/> ON	<a href="#">History</a> <a href="#">Edit</a> <a href="#">Archive</a>
<b>Telehealth</b> Dr. James Smith	225 Schilling Circle	Hunt Valley	(443) 555-5555	02	1	New And Existing Patients All Appointments	<a href="#">Share</a> <a href="#">View</a>	<input type="checkbox"/> ON	<a href="#">History</a> <a href="#">Edit</a> <a href="#">Archive</a>

Before you can use our Telehealth service, please agree to our updated [Terms of Service, Privacy Policy and contract addendum](#). View Documents

Terms of Service, Privacy Policy and Contract Addendum

**Terms Of Service**

**Addendum**

**Privacy Policy**

**DrChrono.com Privacy Policy**

Effective Date: May 11, 2020

DrChrono Inc. and our affiliates and subsidiaries ("DrChrono," "we," "us," or "our") recognizes the importance of protecting the privacy of your information, and we have prepared this Privacy Policy (this "Privacy Policy") to provide you (the "Providers") with important information about the privacy practices applicable to the DrChrono software, websites services, telemedicine product and any website and application, product or service including, without limitation, DrChrono.com, OnPatient.com, and any other website, application or online service that links to or refers to this Privacy Policy (collectively, the "DrChrono Services").

DrChrono provides Patients and Providers with the DrChrono Services to manage appointments, personal health records, communications, and other related activities. Other than information gathered through our websites at [www.DrChrono.com](http://www.DrChrono.com), DrChrono acts as a service provider for health service providers and does not own or control the information that is submitted to us through the DrChrono Services. The information that is submitted through the DrChrono Services will be held subject to the requirements specified by our health service provider clients and applicable law, such as the Health Insurance Portability and Accountability Act of 1996 ("HIPAA").

This Privacy Policy covers any information that alone or when in combination with other information may be used to readily identify, contact, or locate an individual ("Personal Information") that is collected by us from Providers, Patients (as defined below), third parties at the direction of users, and Provider systems as well as through the DrChrono Services. "Personal Information" also includes identifiable health information collected about you. We do not consider Personal Information to include information that has been de-identified in that it does not allow

I agree to DrChrono's (1) Terms of Use, (2) Privacy Policy, & (3) contract addendum Cancel I Agree

After the provider has agreed to Terms of Service, Privacy Policy, and contract addendum you can enable telehealth in the office(s) you would like to use for video visits.

When you schedule a video visit, you will see which offices are available to select for telehealth. In the example below, Office 2 is not enabled for telehealth so we are unable to select it for a video visit.

# Schedule Appointment

- Appointment
- Billing
- Eligibility
- Vitals
- Growthcharts
- Flags
- Log Comm.
- Revisions
- Custom Data
- MU Helper

Type  Appointment  Video Visit  Break  Transition of Care  New Patient  Referral

<b>Provider</b>	Dr. James Smith	
<b>Patient</b>		+ ✎
<b>Reason:</b>		
<b>Scheduled:</b>	02/10/2022	Time 11:20AM
<b>Duration:</b>	30 minutes	<input type="checkbox"/> Allow overlapping
<b>Notes:</b>		
<b>Consent Forms:</b>	* HIPAA Data Use Agreement (default) * No Show Policy (default)	
<b>Supervising</b>	Office:	Office 1 Office 2 ✓ Office 3 Office 4
	<b>Profile:</b>	
	<b>Eligibility Profile:</b>	
	<b>Exam:</b>	Exam 1
	<b>Color:</b>	
	<b>Status:</b>	
		0
		<a href="#">View Clinical Note</a>
		<a href="#">View All Appointments</a>

When scheduling a video visit on the iPad, you will only be able to select from the telehealth-enabled offices.

Cancel

Save & Start Visit

Save

Appointment Type

Video Visit >



**Jenny Harris**

Female  
02/11/1980

Provider

Dr. James Smith >

Supervising Provider

>

Appointment Profile

None >

Reason for Visit

Date & Time

10 mins

Office

Exam Room

Transition of Care



Office 1

12:24 PM >

Office 3

Office 4

Office 1 >

Exam 1 >

## OnPatient

If you have online scheduling enabled for your patients with multiple offices enabled for telehealth, you will need to set up online schedules for each office. See our article on [enabling online scheduling](#).

Once your offices are set up, patients will select **Book Video Visit** on OnPatient.



Appointments

Doctors

Billing

Messages 1

Documents

Health Profile

Laurie Sample



Appointments

Book Video Visit

Book Appointment

They will then select a provider (if available) and office for their video visit.

## Schedule Appointment

### Doctor



**Brendan Wilberton**  
Family Practitioner

**Dr. James Smith**  
General Practice

### Location

**Office 1**  
225 Schilling Circle  
Hunt Valley, MD 21031

**Office 3**  
225 Schilling Circle  
Fort Collins, CO 80526

**Office 4**  
225 Schilling Circle  
Hunt Valley, MD 21031

### Book Appointment

No location selected