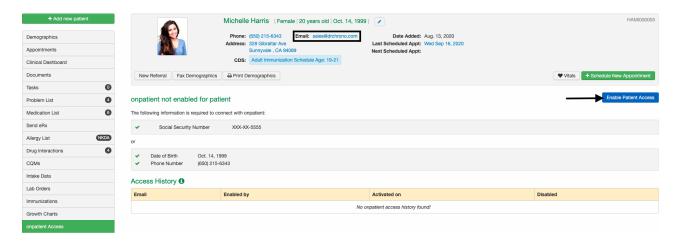# OnPatient Basics

07/24/2024 6:55 pm EDT

Our patient portal, OnPatient, allows patients to engage with their Personal Health Records (PHR). Through DrChrono you can enable online scheduling, access to health information, and secure messaging. OnPatient empowers patients to be more active with their health records and your practice.

Inviting Patients to OnPatient

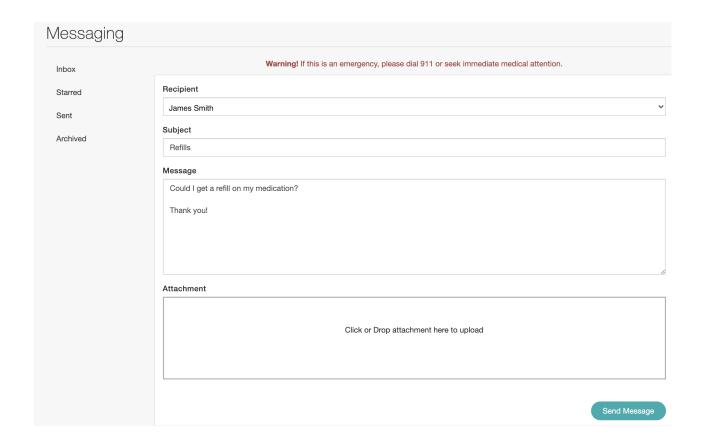Enabling your patients is simple with an email address and:
- The patient's Social Security Number
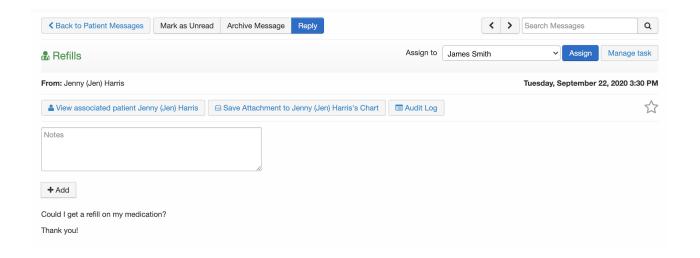- Or the patient's Date of Birth and Phone Number

Once enabled, OnPatient provides several key features for you and your patients.

1. Secure Messaging

After signing up for OnPatient, they can send and receive messages to and from their provider.

Messaging

Inbox

Starred

Sent

Archived

Recipient

James Smith

Subject

Refills

Message

Could I get a refill on my medication?

Thank you!

Attachment

Click or Drop attachment here to upload

Send Message

A provider or staff member can see the message from the patient, reply, make notes, view his chart, upload the document, and even assign it as a task to another member of the practice.

‹ Back to Patient Messages   Mark as Unread   Archive Message   Reply

‹ ›   Search Messages   🔍

👥 **Refills**   Assign to   James Smith ▾   **Assign**   Manage task

From: Jenny (Jen) Harris   **Tuesday, September 22, 2020 3:30 PM**

👤 View associated patient Jenny (Jen) Harris   🖨 Save Attachment to Jenny (Jen) Harris's Chart   📋 Audit Log   ☆

Notes

+ Add

Could I get a refill on my medication?

Thank you!

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2. Online Scheduling

Using OnPatient, patients can schedule appointments directly on the calendar as long as that office is enabled for online scheduling. Patients can log in, select an available time slot, schedule an appointment, and provide a reason for the visit.

The patient will receive an email confirmation of the appointment, and the practice can now view and edit the appointment on the schedule using DrChrono.

3. Intake and consent forms

From onpatient.com or the OnPatient app, a patient can log in and update forms for upcoming appointments.

Consent Form

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

This Notice of Privacy Practices describes how we may use and disclose your protected health information to carry out treatment, payment or health care operations and for other purposes that are permitted or required by law. It also describes your rights to access and control your protected health information. "Protected health information" is information about you, including demographic information, that may identify you and that relates to your past, present or future physical or mental health or condition and related health care services.

We are required to abide by the terms of this Notice of Privacy Practices. We may change the terms of our notice, at any time. The new notice will be effective for all protected health information that we maintain at that time. Upon your request, we will provide you with any revised Notice of Privacy Practices. You may request a revised version by accessing our website, or calling the office and requesting that a revised copy be sent to you in the mail or asking for one at the time of your next appointment.
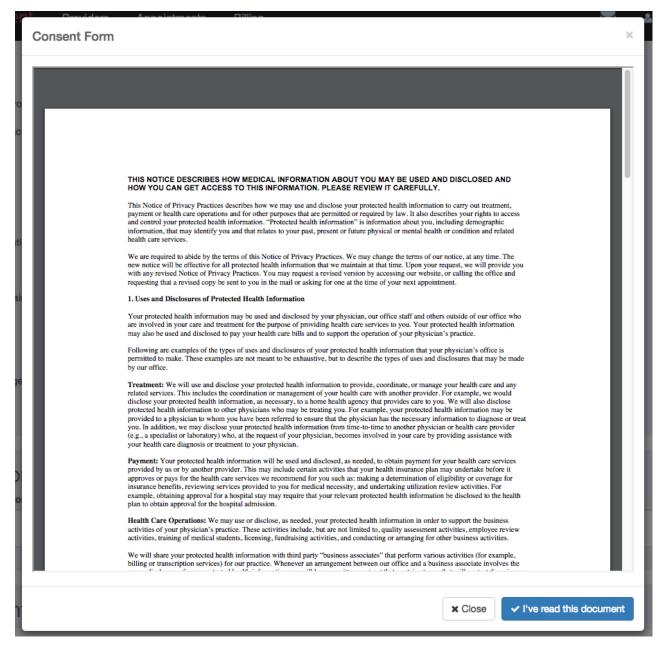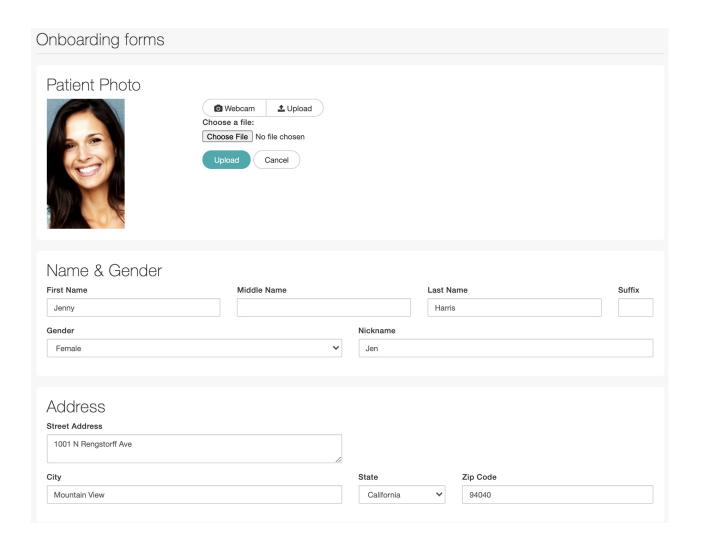
1. Uses and Disclosures of Protected Health Information

Your protected health information may be used and disclosed by your physician, our office staff and others outside of our office who are involved in your care and treatment for the purpose of providing health care services to you. Your protected health information may also be used and disclosed to pay your health care bills and to support the operation of your physician's practice.

Following are examples of the types of uses and disclosures of your protected health information that your physician's office is permitted to make. These examples are not meant to be exhaustive, but to describe the types of uses and disclosures that may be made by our office.

Treatment: We will use and disclose your protected health information to provide, coordinate, or manage your health care and any related services. This includes the coordination or management of your health care with another provider. For example, we would disclose your protected health information, as necessary, to a home health agency that provides care to you. We will also disclose protected health information to other physicians who may be treating you. For example, your protected health information may be provided to a physician to whom you have been referred to ensure that the physician has the necessary information to diagnose or treat you. In addition, we may disclose your protected health information from time-to-time to another physician or health care provider (e.g., a specialist or laboratory) who, at the request of your physician, becomes involved in your care by providing assistance with your health care diagnosis or treatment to your physician.

Payment: Your protected health information will be used and disclosed, as needed, to obtain payment for your health care services provided by us or by another provider. This may include certain activities that your health insurance plan may undertake before it approves or pays for the health care services we recommend for you such as: making a determination of eligibility or coverage for insurance benefits, reviewing services provided to you for medical necessity, and undertaking utilization review activities. For example, obtaining approval for a hospital stay may require that your relevant protected health information be disclosed to the health plan to obtain approval for the hospital admission.

Health Care Operations: We may use or disclose, as needed, your protected health information in order to support the business activities of your physician's practice. These activities include, but are not limited to, quality assessment activities, employee review activities, training of medical students, licensing, fundraising activities, and conducting or arranging for other business activities.

We will share your protected health information with third party "business associates" that perform various activities (for example, billing or transcription services) for our practice. Whenever an arrangement between our office and a business associate involves the

[**✖ Close**] [**✔ I've read this document**]

The patient can then update demographic information, patient photo, medical history, reasons for the visit, additional questionnaires, and even sign consent forms, reducing in-office paperwork and increasing efficiency.

Onboarding forms

Patient Photo

[Webcam] [Upload]
Choose a file:
[Choose File] No file chosen
[Upload] [Cancel]

Name & Gender

First Name
Jenny

Middle Name

Last Name
Harris

Suffix

Gender
Female

Nickname
Jen

Address

Street Address
1001 N Rengstorff Ave

City
Mountain View

State
California

Zip Code
94040

4. Electronic Health Information

Once an appointment is complete, the patient can log onto OnPatient and view the health information from the visit as well as download a clinical summary with medications, allergies, and lab results, keeping the patients informed and in control of their personal health.

Allergies, Adverse Reactions, Alerts

Type	Substance	Reaction	Status	Date
No known allergies or drug sensitivities.				

Encounters

Encounter	Provider	Location		Date
	Thomas Your	drchrono HQ (1001 N Rengstorff Ave Mountain View, CA 94043, (650) 690-5986)		Sept. 1, 2016
	Thomas Your	drchrono HQ (1001 N Rengstorff Ave Mountain View, CA 94043, (650) 690-5986)		Sept. 14, 2016
	Thomas Your	drchrono HQ (1001 N Rengstorff Ave Mountain View, CA 94043, (650) 690-5986)		Sept. 18, 2016

Functional Status

Functional or Cognitive Finding	Observation Date	Condition Status

Immunizations

Vaccine	Date	Status
No immunizations recorded.		

Instructions

	Directive
Instruction excluded/not available	

Medications Administered

RxNorm Code	Type	Medication	SIG	Status	Date Started
No administered medications reported					

Medications

RxNorm Code	Type	Medication	SIG	Status	Date Started
No medications reported					

Plan of Care

Planned Activity	Planned Date