

OnPatient FAQ: Why can't my patients see statements in OnPatient?

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If your patients are not receiving patient statements via OnPatient, you may not have [enabled the setting for onpatient statements](#). If the setting is enabled, each time you send a statement on the statements page of the DrChrono EHR, a copy of the statement will be delivered to their OnPatient account.

Enabling OnPatient Statements

- Go to **Account > OnPatient Settings**.

Account Help

PROVIDER SETTINGS

Account Settings

onpatient Settings

Account Setup

Custom Fields

API

App Directory

- Click on the **Communication** tab. Check the **Automatically send patient statements to OnPatient** box. Click **Update OnPatient Settings** to save your changes.

Allow patients to send and receive messages from onpatient

Allow patients to view their clinical notes in CCDA

Allow me to select which custom demographics will be shown on onpatient & Check-In App If unchecked, no custom demographics will be shown

Automatically send patient statements to onpatient

Show lab results on onpatient Patients will be able to see the results of labs you order via their onpatient account.

Automate Patient Invite to onpatient The system will send an email to the patient for onpatient on-boarding after the first appointment.

Show offices on onpatient Patients on onpatient will be able to view the offices only if this is set to True

Invite all patients now!

Update onpatient Settings 