

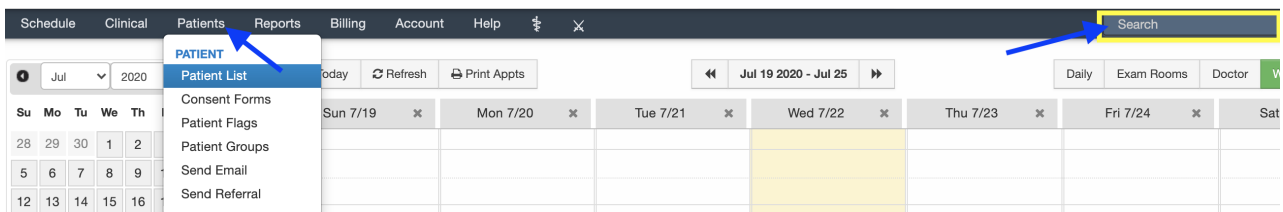
A patient has left our practice. How do they disconnect their OnPatient account?

07/24/2024 11:54 am EDT

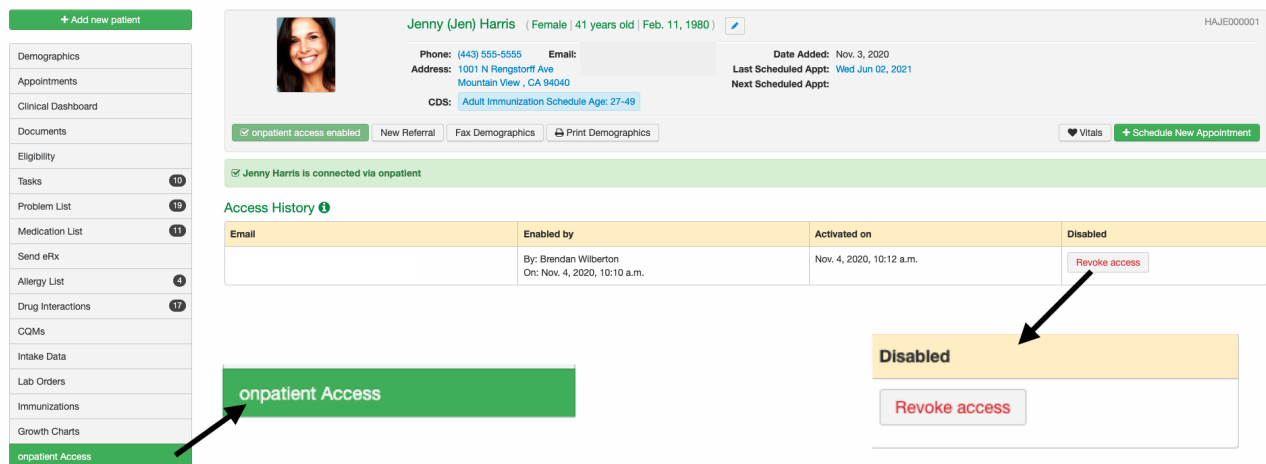
In the event a patient needs to discontinue using their OnPatient account, there are two ways the account can be disconnected: by the practice or by the patient.

Practice Initiated Disconnect

1. To disconnect a patient, navigate to the patient's chart by going to **Patients > Patient List** and selecting the patient or **Search** for a patient's name.



2. Select **OnPatient Access** on the left and click **Revoke Access** under the Access History table.



Patient Initiated Disconnect


1. After logging in to OnPatient, select the **Doctors** tab and click **Disconnect**.


My care team

Dr. James Smith

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Dr. James Smith
Chiropractor at Family Practice

+ New Appointment Send a message **✖ Disconnect**



2. A window will open to confirm, click **OK**.

www.onpatient.com says

Are you sure you want to disconnect from Springfield General Practice?

Cancel
OK

3. After disconnecting, there will no longer be any information connecting them to the practice.

Appointments

To make appointments, you need to be connected to a provider who uses DrChrono. Invite your doctor today!

[Go to your providers page](#)

4. In the patient's chart under **OnPatient Access** you can see that the account was disabled by the patient.

Access History i

Email	Enabled by	Activated on	Disabled
sample@sample.com	By: James Smith On: June 4, 2021, 9:36 a.m.	Pending... i	Revoke invite
sample@sample.com	By: James Smith On: June 4, 2021, 9:22 a.m.	June 4, 2021, 9:27 a.m.	By: James Smith On: June 4, 2021, 9:36 a.m.
sample@sample.com	By: James Smith On: July 10, 2020, 1:51 p.m.	July 10, 2020, 1:53 p.m. →	By: Patient On: June 4, 2021, 9:21 a.m.