## 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.

Sc	ched	lule	c	lini	cal	Patients Reports	Billin	g Accour	nt Help	\$ X							Search		
0	J	ul	*	20	)20	PATIENT Patient List	oday	${oldsymbol{\mathcal{C}}}$ Refresh	🔒 Print Appts			•	Jul 19 2020 - Jul 25	₩	-		Daily Exam Roon	ns E	octor V
Su	Mo	οТ	'u W	e	Th I	Consent Forms Patient Flags	Sun 7/	(19 <b>x</b>	Mon 7/20	) ×	Tue 7/21	×	Wed 7/22	×	Thu 7/23	×	Fri 7/24	×	Sat
28	29	3	0 1		2	Patient Groups													
5	6	1	7 8	5	9 -	Send Email													
12	13	3 1	4 1	5	16 1	Send Referral	_												

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

+ Add new patient			Jenny (Jen) Harris	(Female   41 years old   Feb. 11, 1980)			HAJEO
Demographics			Phone: (443) 555-555 Address: 1001 N Rengs			dded: Nov. 3, 2020 Appt: Wed Jun 02, 2021	
Appointments			Mountain View		Next Scheduled		
Clinical Dashboard			CDS: Adult Immun	ization Schedule Age: 27-49			
Documents		✓ onpatient access enabled New	v Referral Fax Demograp	hics 🕒 Print Demographics			Vitals + Schedule New Appointm
Eligibility							
Tasks	10	✓ Jenny Harris is connected via onpa	atient				
Problem List	19	Access History ()					
Medication List	0	Email		Enabled by		Activated on	Disabled
Send eRx				By: Brendan Wilberton		Nov. 4, 2020, 10:12 a.m.	Revoke access
Allergy List	6			On: Nov. 4, 2020, 10:10 a.m.			
Drug Interactions	17						
CQMs							×
Intake Data						Disabled	
Lab Orders		onpatient Access					
Immunizations		onpatient Access				Revoke access	
Growth Charts	/						
onpatient Access							

## **Patient Initiated Disconnect**

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

© onpatient	Appointments	Doctors	Billing	Messages	4	Documents	Health Prof	ile			Laurie Sample	•
My care te	eam		•									
Dr. James Smith Chiropractor OFFICE 1 € (443) 555-5555 ➡ 301-555-5555	~	O			Chire	James Smith opractor at Famil	y Practice	nd a message	× Discor	Innect		
♀ 225 Schilling Circle	e Hunt Valley, MD 2	21031	-	UNITED ST	ATES	A ser				A LAND	ASIA	لمر

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.
O onpatient Appointments Doctors Billing Messages Documents Health Profile
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 <b>OnPatient Access</b> you can see that the account was disabled by the patient.

## Access History 1

Email	Enabled by	Activated on	Disabled
sample@sample.com	By: James Smith On: June 4, 2021, 9:36 a.m.	Pending 0	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.