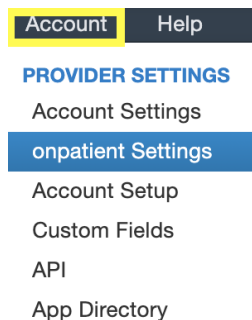


How to Enable OnPatient Messaging

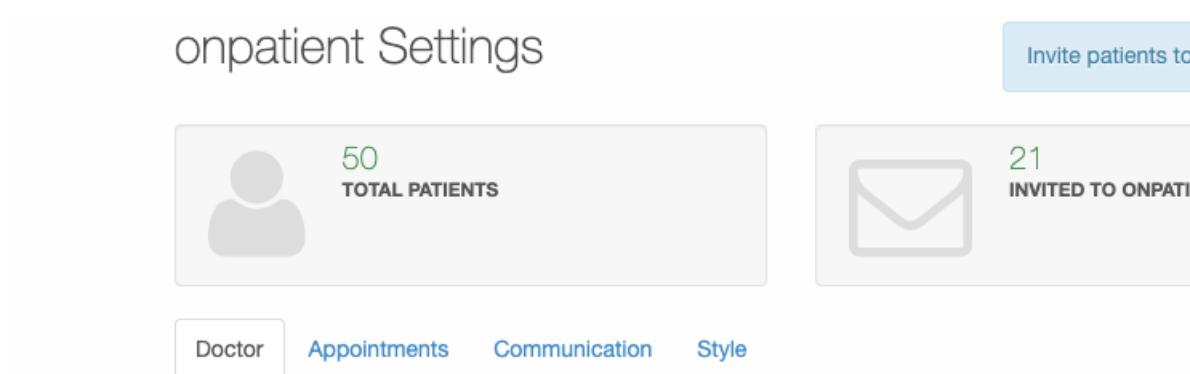
07/24/2024 4:45 pm EDT

By default, patients cannot exchange messages with you via the OnPatient portal. To enable OnPatient messaging, you need to access your OnPatient settings.

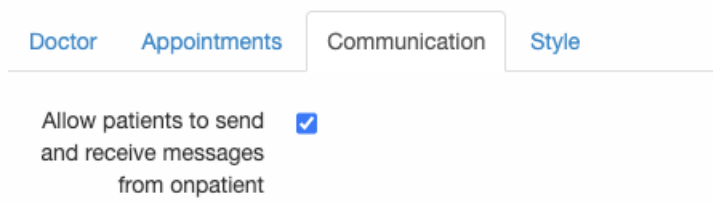
- To begin, mouse over **Account** on your DrChrono navigation bar and select **OnPatient Settings**.



- Within your OnPatient Settings, select the **Communication** tab.



- In the Communication tab, make sure that the **Allow patients to send and receive messages from OnPatient** checkbox is checked. When you check this box, you will be able to exchange messages with your patient via OnPatient.



- When you're done, select the **Update OnPatient Settings** button at the bottom of the page.



- To send a message to your patient, go to your patient's chart, select **Communication**, then select new message under the Messages tab.

[+ Add new patient](#)
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 Problem List
 Medication List
 Send eRx
 Allergy List (NDA)
 Drug Interactions
 CQMs
 Intake Data
 Lab Orders
 Immunizations
 Growth Charts
 onpatient Access
 Education Resources
Communication

Laurie Sample (Female | 31 years old | Dec. 8, 1990) SAJA00001
 Phone: (443) 555-5555 Email:
 Address: 328 Gibraltar Dr Sunnyvale, CA 60005
 CDS: Adult Immunization Schedule Age: 27-49
 Date Added: Jan. 4, 2022
 Last Scheduled Appt: Thu Mar 31, 2022
 Next Scheduled Appt: Mon Apr 04, 2022
[Access enabled](#) [New Referral](#) [Fax Demographics](#) [Print Demographics](#) [Vitals](#) [+ Schedule New Appointment](#)

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From	To	Title	Date / Time
Dr. James Smith	Laurie Sample	Lab Results	Apr 06, 2022 11:21 a.m. Retract from onpatient
Dr. James Smith	Laurie Sample	Clinical Summary	Mar 04, 2022 3:46 p.m. Retract from onpatient
Laurie Sample	Dr. James Smith	Attached Files	Feb 22, 2022 8:27 a.m.

Communication

- For a patient to send you a message, within the OnPatient portal, have your patient select the mail icon, then select **New Message**.

onpatient Appointments Doctors Billing **Messages 1** Documents Health Profile Laurie Sample [👤](#)

Messaging [Send Message](#)