

Sending Files to Your Patient

07/24/2024 9:10 pm EDT

When your patient is signed up with OnPatient, you have the ability to securely send any patient files to them which they can access by logging in to the portal.

The supported file types that are accepted with OnPatient messaging are JPEG, PDF, TXT, GIF, and PNG.

Navigation

To send files to your patient, you'll need to reach the DrChrono EHR communications page. To reach the communications page, you need first to open your patient's chart and select the **Communication** section.

The screenshot shows a vertical navigation menu on the left side of a patient's chart. The menu items are: Send eRx, Allergy List (with a '4' notification badge), Drug Interactions (with a '1' notification badge), CQMs, Intake Data, Lab Orders, Immunizations, Patient Cost Estimator, Growth Charts, onpatient Access, Education Resources, and Communication. The 'Communication' item is highlighted in green, and a red arrow points to it from the right.

Sending Attachments

On the communications page, make sure you are on the **Messages** tab. On the messages tab, you'll see a blue **Send Message** button. Click on this button to open up a new message.

The screenshot shows the patient profile for Jenny (Jen) Harris. The profile includes a photo, name, gender (Female), age (41 years old), and birth date (Feb. 11, 1980). Contact information includes phone number (650) 215-6343 and email address @gmail.com. The address is 1001 N Rengstorff Ave, Mountain View, CA 94040. The date added is June 8, 2021, and the last scheduled appointment is Tue Aug 17, 2021. The next scheduled appointment is not specified. The CDS (Clinical Decision Support) section shows 'Adult Immunization Schedule Age: 27-49'. There are buttons for 'onpatient access enabled', 'New Referral', 'Fax Demographics', 'Print Demographics', 'Vitals', and 'Schedule New Appointment'. Below the profile, there are tabs for 'Messages', 'Reminders sent', and 'Communication Logs'. The 'Messages' tab is selected, and a blue 'Send Message' button is visible, with a black arrow pointing to it from the left.

On your new message, select the button titled **Attach a file**.

Send message to Jenny (Jen) Harris [HAJE000001]

To: Jenny (Jen) Harris [HAJE000001] ▼

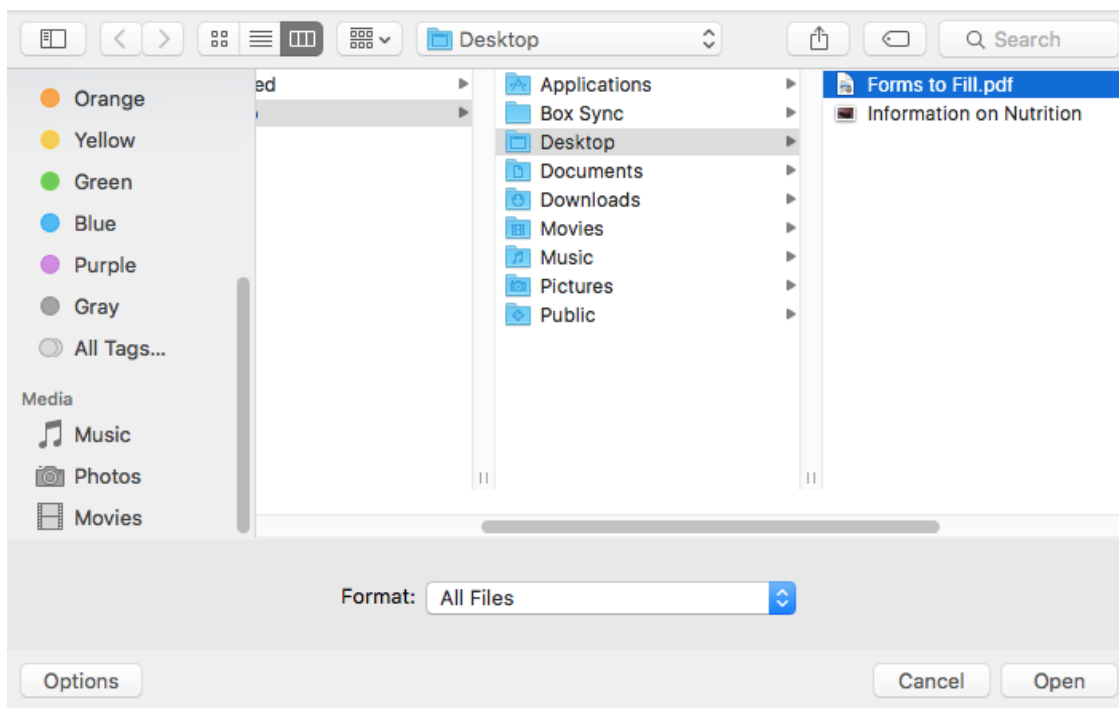
Subject:

Message: **A Normal text** ▼ **Bold** *Italic* Underline x₂ x² [List Icons]

Attachments: **Attach a file** ←

Send Message

You'll be prompted to browse for the file you would like to send. Search for your file and hit open.



Notice that your documents have now been attached to the message. Fill out the remainder of the message and select **Send Message**.

Send message to Jenny (Jen) Harris [HAJE000001]

To Jenny (Jen) Harris [HAJE000001] ▼

Subject Your Patient Documents

Message

A Normal text ▼

Bold

Italic

Underline

x₂

x²



Have a look at these files

Attachments

Attach a file

✓ Forms to Fill.pdf 7.3kB

✓ Information on Nutrition.png 0.2MB

Send Message



Your message alongside your attachments will be sent to your patient. You can review the messages that you have sent along with the attachments associated with those messages in the message center under **Sent Messages**.

Your Patient Documents

From: Thomas Your

 [View associated patient Jenny \(Jen\) Harris](#)

 [Save Attachment to Jenny \(Jen\) Harris's Chart](#)

 [Audit Log](#)

Notes

+ Add

Have a look at these files

- [Forms to Fill.pdf](#)
- [Information on Nutrition.png](#)