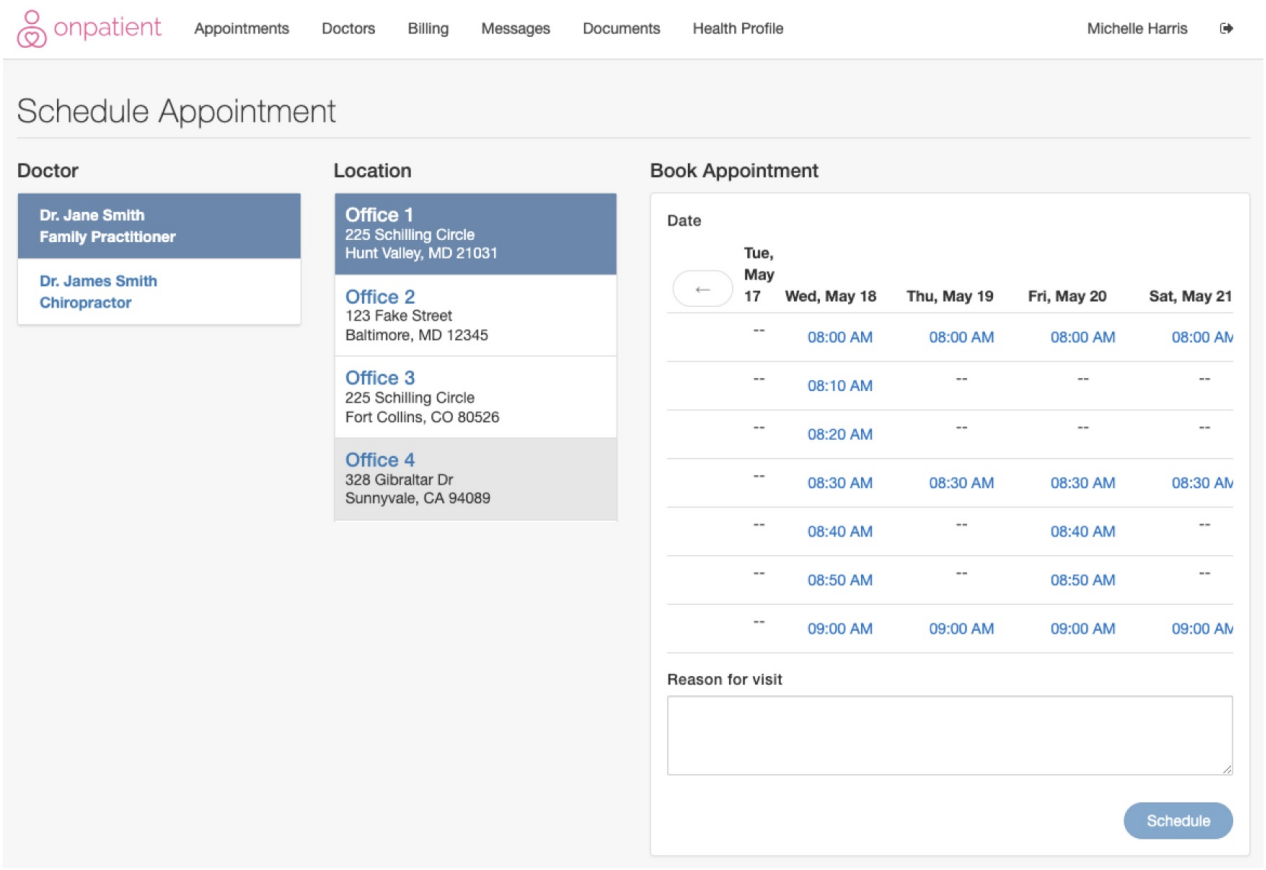
OnPatient FAQ: Why isn't my office showing up in OnPatient?

07/24/2024 7:00 pm EDT

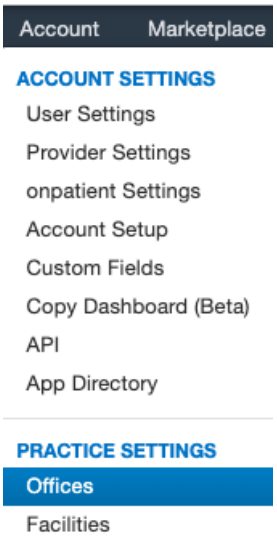
If your patient cannot see an office in their OnPatient portal, you may not have enabled certain permissions required to enable online scheduling for that office. The permissions you need to enable are:

- Enable online scheduling for one or more exam rooms in an office
- Enable the office to display its information online
- Enable online scheduling for the office
- Enable scheduling of new appointments for existing/new patients

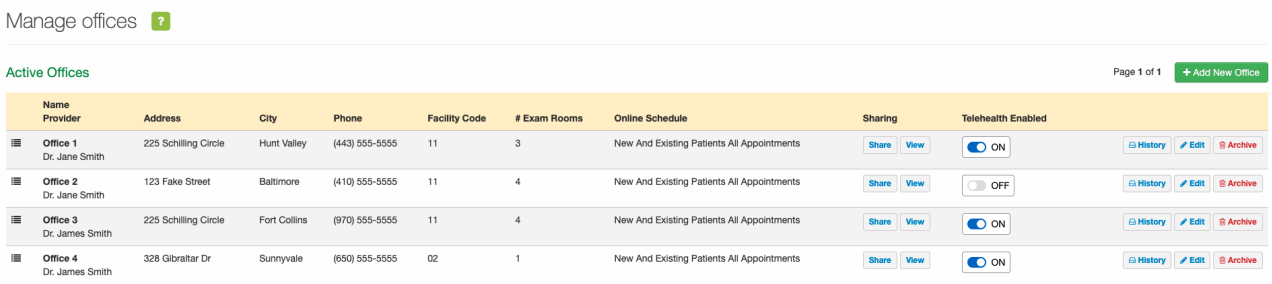


Enabling Online Scheduling

To enable online scheduling, go to your DrChrono Account and select**Account** > **Offices**.

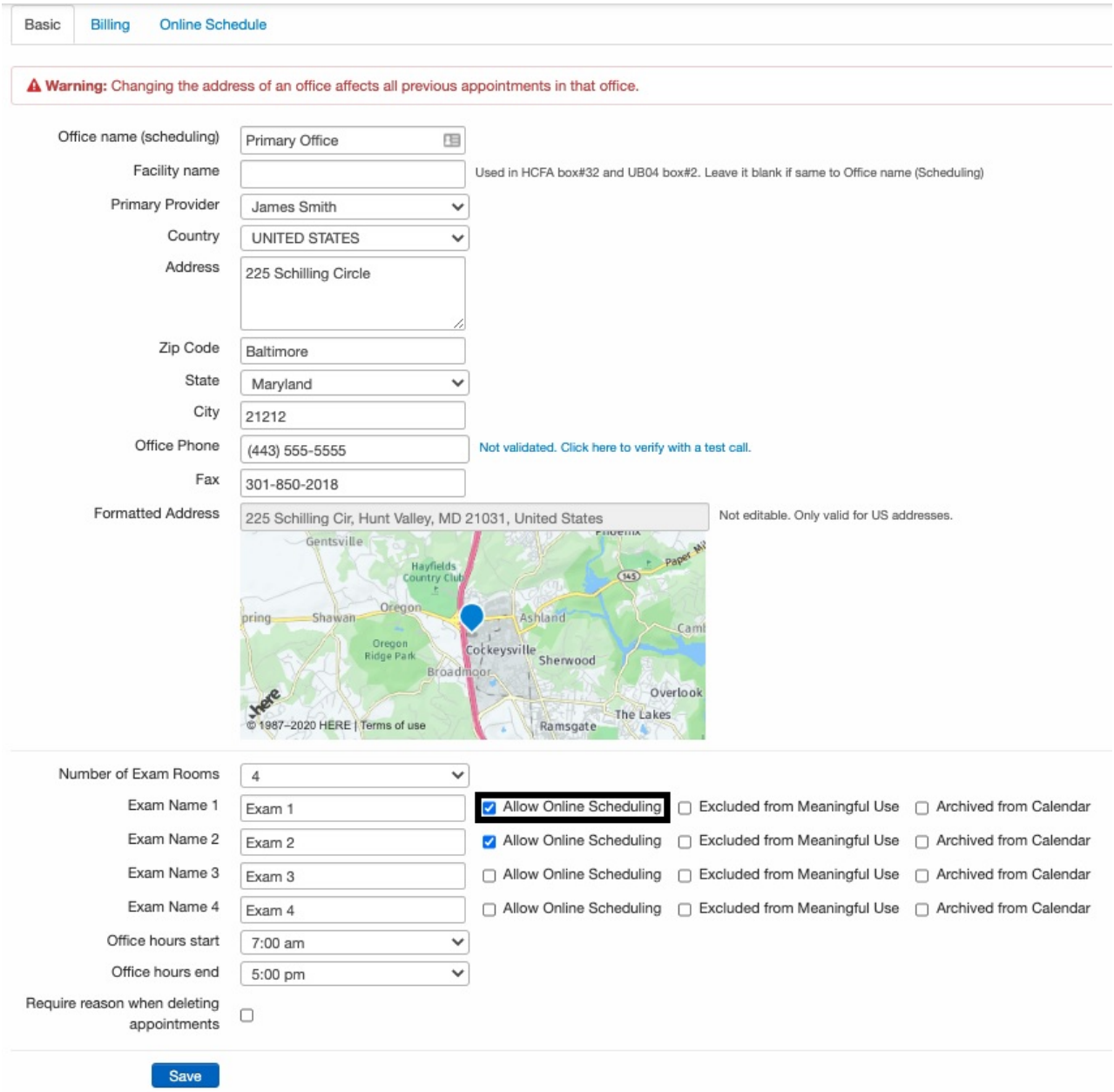


Next, you'll be brought to the Manage Offices page. Here, you can see a list of your offices.



Hit the **Edit** button to the right of the office you wish to show in OnPatient. This will take you to the office editor.

In your office editor, make sure at least one or more exam rooms within the office have online scheduling enabled.



In the office editor, select the **Online Schedule** tab. The online scheduling tab allows you to select what hours are available for your patients to schedule online. To enable online scheduling, you need to select the following checkboxes:

- Show this office information online
- Allow online scheduling in this office
- Allow existing/new patient appointments

Upon checking the **Allow Online Scheduling** check box, a time selection box will appear for you to select all periods to allow online scheduling.

Primary Doctor for Office: Thomas Your

Edit Office

Basic | Billing | Online Schedule

Show this office informaton online ☑

Allow online scheduling in this office ☑

Allow existing patients follow ups ☐

Allow existing patient new appointments ☑

Allow new patient appointments ☑

Allow patients to cancel appointments online ☑

No confirmation emails ☐

Optional Google Analytics code to track the online appointment scheduler (e.g. UA-46121010-1)

Cutoff time for appointments made with the online scheduler. 0 hours

Highlight the hours for which you want to allow online scheduling of appointments. Click the name of a day to select the entire day.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
6:00 a.m.	6:00 a.m.	6:00 a.m.	6:00 a.m.	6:00 a.m.	6:00 a.m.	6:00 a.m.
6:15 a.m.	6:15 a.m.	6:15 a.m.	6:15 a.m.	6:15 a.m.	6:15 a.m.	6:15 a.m.
6:30 a.m.	6:30 a.m.	6:30 a.m.	6:30 a.m.	6:30 a.m.	6:30 a.m.	6:30 a.m.
6:45 a.m.	6:45 a.m.	6:45 a.m.	6:45 a.m.	6:45 a.m.	6:45 a.m.	6:45 a.m.
7:00 a.m.	7:00 a.m.	7:00 a.m.	7:00 a.m.	7:00 a.m.	7:00 a.m.	7:00 a.m.
7:15 a.m.	7:15 a.m.	7:15 a.m.	7:15 a.m.	7:15 a.m.	7:15 a.m.	7:15 a.m.
7:30 a.m.	7:30 a.m.	7:30 a.m.	7:30 a.m.	7:30 a.m.	7:30 a.m.	7:30 a.m.
7:45 a.m.	7:45 a.m.	7:45 a.m.	7:45 a.m.	7:45 a.m.	7:45 a.m.	7:45 a.m.
8:00 a.m.	8:00 a.m.	8:00 a.m.	8:00 a.m.	8:00 a.m.	8:00 a.m.	8:00 a.m.