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

© onpati	ent Appoint	ments Doc	tors Billi	ing N	Vlessages	Documents	Health Profile		Michelle Harris	•

Schedule Appointment

octor	Location	Book Appointment
Dr. Jane Smith Family Practitioner	Office 1 225 Schilling Circle Hunt Valley, MD 21031	Date Tue,
Dr. James Smith Chiropractor	Office 2 123 Fake Street Baltimore, MD 12345	May ← 17 Wed, May 18 Thu, May 19 Fri, May 20 Sat, May 2 08:00 AM 08:00 AM 08:00 AM 08:00 AM 08:00 AM
	Office 3 225 Schilling Circle	
	Fort Collins, CO 80526	
	328 Gibraltar Dr Sunnyvale, CA 94089	
		08:50 AM 08:50 AM
		09:00 AM 09:00 AM 09:00 AM 09:00 A
		Reason for visit
		Schedule

Enabling Online Scheduling

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

Account	Marketplace
ACCOUNT S	ETTINGS
User Settir	igs
Provider S	ettings
onpatient \$	Settings
Account S	etup
Custom Fie	elds
Copy Dash	board (Beta)
API	
App Direct	ory

PRACTICE SETTINGS Offices Facilities

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

Ma	anage office:	S ?										
Acti	ve Offices									Page 1 of 1	+ Add	New Office
	Name Provider	Address	City	Phone	Facility Code	# Exam Rooms	Online Schedule	Sharing	Telehealth Enabled			
	Office 1 Dr. Jane Smith	225 Schilling Circle	Hunt Valley	(443) 555-5555	11	3	New And Existing Patients All Appointments	Share View		🕀 History		8 Archive
	Office 2 Dr. Jane Smith	123 Fake Street	Baltimore	(410) 555-5555	11	4	New And Existing Patients All Appointments	Share View	OFF	🕀 History	🖋 Edit	
=	Office 3 Dr. James Smith	225 Schilling Circle	Fort Collins	(970) 555-5555	11	4	New And Existing Patients All Appointments	Share View	ON	🕀 History	🖋 Edit	
	Office 4 Dr. James Smith	328 Gibraltar Dr	Sunnyvale	(650) 555-5555	02	1	New And Existing Patients All Appointments	Share View				B Archive

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.

Warning: Changing the add	ress of an office affects all previous a	appointments in that office.				
Office name (scheduling)	Primary Office					
Facility name		Used in HCFA box#32 and UB04 b	ox#2. Leave it blank if same to Office na	me (Scheduling)		
Primary Provider	James Smith V]				
Country	UNITED STATES]				
Address	225 Schilling Circle					
Zip Code	Baltimore					
State	Maryland V]				
City	21212					
Office Phone	(443) 555-5555	Not validated. Click here to verify with a test call.				
Fax	301-850-2018					
Formatted Address	225 Schilling Cir, Hunt Valley, MD 21031, United States Not editable. Only valid for US addresses.					
	Dregon Oregon Ridge Park Broad	Cotkeysville Sherwood	-Caml erlook			
Number of Exam Rooms	4)				
Exam Name 1	Exam 1	Allow Online Scheduling	 Excluded from Meaningful Use 	Archived from Calend		
Exam Name 2	Exam 2	Allow Online Scheduling	Excluded from Meaningful Use	Archived from Calend		
Exam Name 3	Exam 3	Allow Online Scheduling	Excluded from Meaningful Use	e 🗌 Archived from Calend		
Exam Name 4	Exam 4	Allow Online Scheduling	Excluded from Meaningful Use	e 🗌 Archived from Calend		
Office hours start	7:00 am 🗸)				
Office hours end	5:00 pm 🗸)				
equire reason when deleting appointments	0					

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 info	rmaton online	
Allow online scheduling in this office		
Allow existing patier	nts follow ups	
	g patient new appointments	
Allow new patient a	appointments	
	ents to cancel tments online	
No confirm	mation 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 ho

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.	+	+						
6:15 a.m.								
6:30 a.m.								
6:45 a.m.								
7:00 a.m.								
7:15 a.m.								
7:30 a.m.								
7:45 a.m.								
8:00 a.m.								