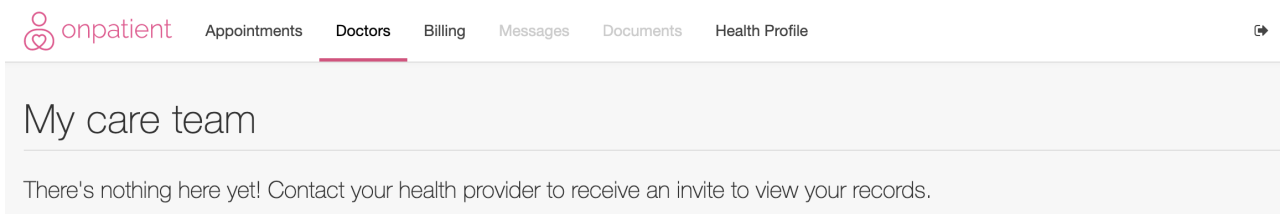
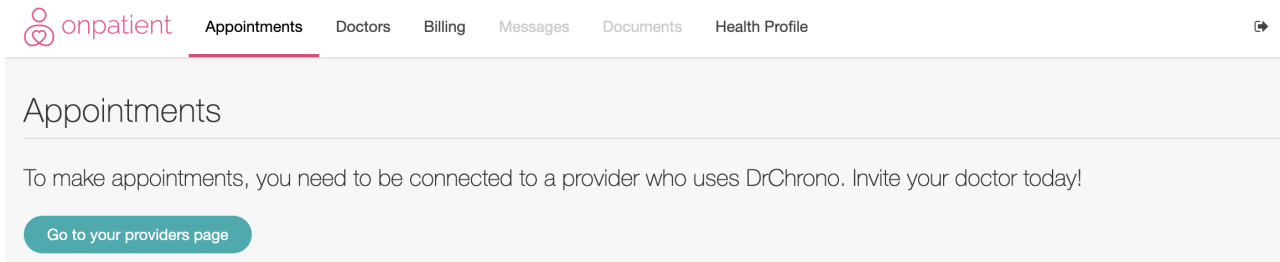


OnPatient FAQ: Why is a provider not being shown in OnPatient?

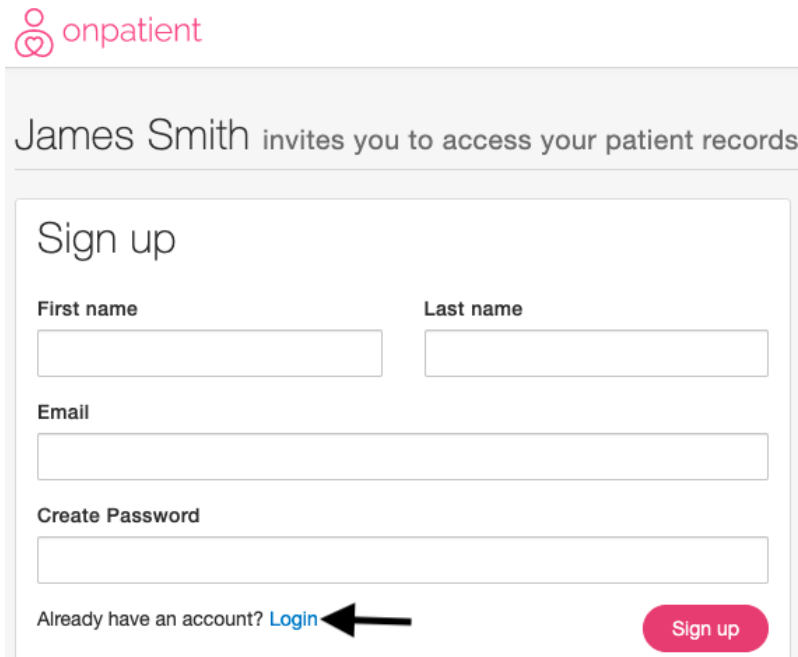
07/24/2024 7:00 pm EDT

If your patient is cannot see your practice's list of providers, their account may not be connected to your DrChrono EHR. In order for a provider to be shown in OnPatient, they must be using a DrChrono account.



Connecting to Your Patient

To connect to your patient, you will need to [resend](#) an invite to your patient. When they accept the invite, they may log in to their existing OnPatient account to have it linked to your practice group.



The patient can confirm their account with their social security number or their date of birth and phone number. The patient will be connected to your practice group and can access any healthcare information you have enabled to be visible on your patient's OnPatient portal.



James Smith invites you to access your patient records

We need the following information to confirm your identity:

Social Security Number

or

Date of Birth

Phone Number

Confirm and connect