What is the Representative option used for?

07/24/2024 10:52 pm EDT

Your patient can designate a representative role for their OnPatient account.

This option can be especially useful for parents/guardians who want to manage health records and doctor/patient communication information for their minor children.

Please note: Both users must have an existing account with OnPatient.

1. Log in to the onpatient account of the person you are trying to gain access to.

For example, if a parent is trying to gain access to their child's account, they will need to log in to their child's OnPatient account using their email address and password. Once logged in select the patient's name at the top right corner.

onpatient	Appointments	Doctors	Billing	Messages	Documen	ts Health Profile	\rightarrow	Laurie Sample	•
Appointmer	nts						Book Video Visit	Book Appointn	nent
2. Select Repre	sentatives.								
© onpatient	Appointments	Doctors	Billing	Messages	Documen	ts Health Profile		Laurie Sample	٠
Settings								Representat	ives
My Email						My Password			
sample@sample.com				Ec	dit			Ed	lit
My Name						FHIR API Application Management		API Document	ation
Laurie Sample				Ec	lit	0 application		Ed	lit

3. Select the option **Who Represents Me** and enter the email address of the person trying to gain access to the account. Click the **Search** button.

My Representat	lepresentatives			
Whom I represent	Email address			
Who represents me				
1				
	Search			

4. Once OnPatient recognizes the Parent/Guardian's or other representative's email address, select the green Allow (Representative's Name) to Represent me with (Provider's Name) button.

My Representa	tives		
Whom I represent Who represents me	Email address		
	Search		
	Allow Edward James to represent me	e with Doctor Chrono Cancel	
	Name	Doctor	
	Jenny Harris	Doctor Chrono	Remove

5. Once approved, the representative's name will appear in the section. Click **Remove** to delete a person from the representative list.

My Representat	ives		
Whom I represent	Email address		
Who represents me	Search		
	Edward James now represents you with Doct	or Chrono	×
	Name	Doctor	
	Jenny Harris	Doctor Chrono	Remove
	Edward James	Doctor Chrono	Remove

After they have been set up, representatives can send messages on behalf of the person they represent and access the Health Profile of the person they represent.

Messaging	
Inbox	Warning! If this is an emergency, please dial 911 or seek immediate medical attention.
Starred Sent Archived	Recipient Doctor Chrono (on behalf of Jenny (Jen) Harris) Subject
	Message Attachment
	Click or Drop attachment here to upload Send Message

They can click on the name of the person they represent to access their Health Profile.

N	My Representatives				
	Whom I represent	Name	Doctor		
1	Who represents me	Jenny (Jen) Harris	Doctor Chrono		

onpatient App	pintments Doctors Billing Messages Documents	Health Profile	Laurie Sample
Laurie Sample	1		
Problems	Send CCDA to jane@example.com Encrypt	Send	Download PDF Download C-CDA
Allergies			
Medications	Patient Health Summany		
Labs	Patient Jenny Harris		
	Date of birth February 11, 1980	Sex	Female
	Race Unknown	Ethnicity	Not Hispanic or Latino
Complete Profile James Smith V	Primary Home: 328 Gibraltar Ave Sunnyvale, CA 94040, US	Preferred Language	English (en)
All Appointments	Contact info Tel (Primary Home): (844) 569-8628 Tel (Work Place): (650) 555-5555 Tel (0e/l// (650) 215-6212	Patient IDs	HAJE000001 2.16.840.1.113883.3.7621 111-11-1111 2.16.840.1.113883.4.1
O Custom date Range	Document CreatedOctober 15, 2020, 15:21:05, EST		
⊖ For The Date	Care provision from August 13, 2020, 08:40:15, Performer (primary care James Smith	EST to October 15,	2020, 15:21:05, EST
Access Log	provider) Author James Smith 225 Schilling Circle Contact info21212, MD Baltimore, US Tel (Work Place): (443) 555-5555 Document maintained by Work Place: 225 Schilling Circle 21212, MD Baltimore, US Tel (Work Place): (443) 555-5555 Table of Contents Allergies, Adverse Reactions, Alerts Encounters Immunizations Instructions Medications Administered Medications Insurance Providers Plan of Care Problems Procedures Lab Tests Results		