

## Onpatient Portal

In an effort to streamline communication and insurance issues, I have started using an online patient portal called ONPATIENT. If you haven't already, please take a few minutes to enable your access to the system. If I treat several of your children, there needs to be a separate log-in email for each, unfortunately.

To enable access:

1. The office will send an invitation to your email address. Please click on it within a day or two- to prevent unauthorized access, the link expires after a few days.
2. Complete the requested info: patient's date of birth, main phone number on file (the one text reminders are sent to), and make and confirm a password.
3. That's it! Please let us know if you are having difficulty; we want to make the process as easy for you as possible.

To access after you've signed up: [www.onpatient.com](http://www.onpatient.com) Click "login" on top right

### Features we use:

- **APPOINTMENT Tab:** Lists upcoming and past appointments (do not check in, we do that for you in office).
- **MESSAGES:** You can send any messages to us (with attachments, if needed), and can see any messages you've had with the office.
- Please use this for: to request refills, to report side effects/ clinical concerns (Danielle will call you back if there is a significant issue), to report insurance/ pharmacy/ address changes, to cancel appointments. If you would like to schedule/ reschedule, please give us some days/ times that are best for you and we'll do our best to schedule you at that time and we'll respond back to you (tends to be quicker than phone tag)
- **DOCUMENTS:** As needed, the office will upload documents here, i.e. labs, paperwork, etc. Ignore the "labs" section; local labs don't participate.
- **HEALTH PROFILE:** You can download a listing of medications that have been prescribed, if you have agreed.
- **MISC:**
  - If you elected for email reminders, you can cancel an appointment right from the reminder. Let us know if you'd like "one of each" reminders (one email, one text) to make cancelling appts easier for you.
  - If you communicate with us often, it might be worth getting the [DrChrono OnPatient](#) app. (it has a pink background with a stick person holding a heart). It is quick and easy to send messages through the app, and then you get a phone notification when we respond.