OnPatient Portal Instructions

OnPatient link - **https://www.onpatient.com**

The OnPatient portal can sometimes be confusing to set up, so we've created this step-by-step guide to help make the process easier.

If you continue to experience issues after following these instructions, please call our office during business hours at **561-203-9285** and our staff will be happy to assist you.

We strongly recommend completing your portal setup as soon as possible, or at least a few days before your appointment. Completing your paperwork ahead of time helps prevent delays during check-in and allows us to keep your appointment running smoothly. The invitation link does expire, and sometimes the staff will have to send you a new one if not completed in time.

Through the portal, patients can:

- Complete required medical paperwork
- Review and sign consent forms electronically
- Update medical history and medications
- Complete appointment check-in forms
- Provide details regarding the reason for the visit
- Communicate securely with the office when needed
- Pay balances and bills

The information submitted through the portal becomes part of your electronic medical record and helps our providers prepare for your appointment in advance.

Important Recommendations

- We highly recommend completing the portal on a **desktop or laptop computer** using **Google Chrome** or **Safari**.
- Some patients have experienced issues when using smartphones, including information not properly saving to the chart.
- Please complete all forms and consent documents before arriving for your appointment.

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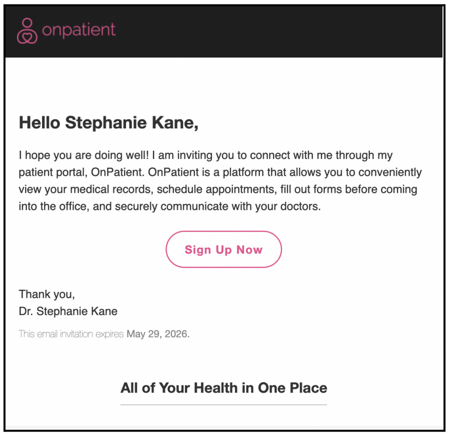
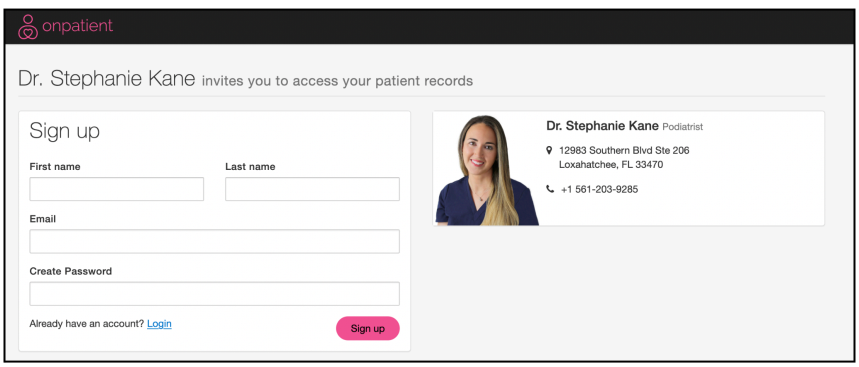
Filling Out the Portal as the Patient

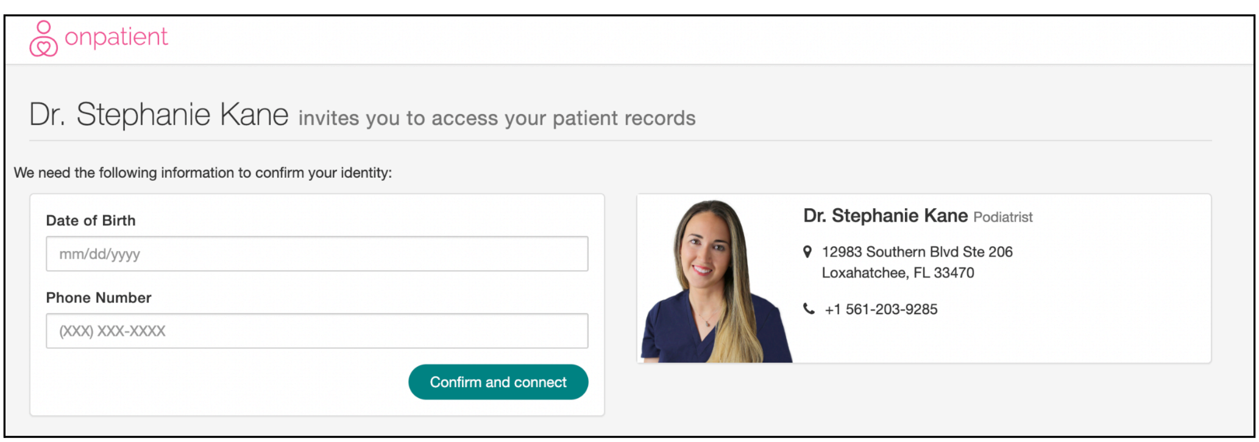
1. Click the portal link sent to your email.



2. Enter your:
   - First and last name
   - Email address used when scheduling
   - Create a password



3. Verify:
   - Your date of birth
   - The phone number provided during scheduling ** *it should be in the format of (xxx) xxx-xxxx or an error could occur*



4. Click **“Confirm and Connect.”**
5. Go to the **Appointments** tab and select **“Check In.”**
    - This does **not** mean you are checking in for your appointment.
    - It simply starts the paperwork process.
6. Complete all requested forms to the best of your ability.
7. Review the consent forms and provide your digital signature where prompted.
8. Click **“I’m Done”** when finished.

You have successfully completed your portal setup and paperwork. :)

Filling Out the Portal for Another Patient

(Parent, Guardian, Spouse, Caregiver, etc.)

1. Click the portal link from the email invitation.
2. Enter:
    - The patient’s first and last name
    - The email address provided during scheduling
    - Create a password

Important:

Please do **not** replace the patient’s name with your own name.

The portal is directly connected to the patient’s medical chart, and changing the name can create errors and confusion in the system.

3. Verify:
    - The patient’s date of birth
    - The phone number provided during scheduling
4. Click **“Confirm and Connect.”**
5. In the **Appointments** tab, click **“Check In.”**
6. Complete all requested forms.
7. Review and sign the consent forms digitally.
8. Click **“I’m Done.”**

The portal is now complete and ready for the appointment.

Filling Out Portals for Multiple Patients

If multiple family members have appointments, you will receive separate portal invitation emails for each patient.

To Connect Multiple Patients Under One Account

1. Open the first patient’s portal invitation email.
2. Complete the setup process using that patient’s information.
3. After completing setup for the first patient:
    - Open the next patient’s invitation email.
    - Select **“Already have an account? Sign In.”**
4. Log in using the same email and password you previously created.

5. Follow the prompts to connect the additional patient.
6. Repeat this process for each patient.

Once connected properly, you should see multiple appointments listed under the **Appointments** tab.

For each patient:

1. Click **“Check In.”**
2. Complete all forms and signatures.
3. Click **“I’m Done.”**

Important Notes

- You must open and connect each patient using their individual invitation link.
- If different phone numbers were used during scheduling, be sure to enter the correct phone number for each patient.

Accessing Your Portal Invitation

You should receive an invitation email from the DrChrono OnPatient system after scheduling your appointment.

Important:

- The invitation link may expire after several days.
- If your link no longer works, please contact our office and we will resend a new invitation.

Once you receive the invitation:

1. Click the portal link in the email
2. Verify your date of birth and phone number
3. Create your login credentials
4. Complete your check-in forms

Secure Messaging Through the Portal

The OnPatient portal also allows secure communication with our office.
Patients may use the messaging feature for:

- Non-urgent questions
- Updates regarding symptoms
- Questions about paperwork or appointments
- Medication or treatment-related concerns

Please allow appropriate response time for portal messages during normal business hours.

For urgent medical concerns or emergencies, please call the office directly or seek emergency medical care.

Frequently Asked Questions

Why does the portal need to be under the patient's name?

The portal is directly connected to the patient's medical record. Changing the patient's name to a parent or guardian's name can incorrectly update the chart and create confusion.

Why doesn't the email link work after I've already used it?

The invitation link is a one-time use link. After your account has been created, please log in directly through the OnPatient portal at: **https://www.onpatient.com**

Use your email address and password to access your account moving forward. Make sure it is the same email that you have provided to our office for your file.

I received an error saying an account already exists with my email.

This usually means:

- You already have an existing OnPatient account with another provider, or
- Another family member has previously used the same email address.

Please:

1. Click the new invitation link.
2. Select **"Already have an account? Log In."**
3. Sign in with your existing credentials.
4. Click **"Confirm and Connect."**

If you still have trouble, please call **Signature Foot & Ankle** at **561-203-9285** for assistance.

Why can't I see my appointment under the Appointments tab?

This typically means the portal connection process was not fully completed. Please contact our office so we can resend your portal invitation and help reconnect your account.

I created the account but don't see any forms to complete.

You must click **"Check In"** next to the appointment in order to begin the paperwork process.

Why should I complete the portal before my appointment?

We strongly encourage all patients to complete their portal setup and paperwork prior to arriving for their appointment. Most patients can complete the process in approximately **15–20 minutes**.

Completing your paperwork ahead of time:

- Saves time during check-in
- Reduces delays at your appointment
- Allows our providers to review your history before your visit
- Helps us focus more directly on your current foot and ankle concerns

What if I continue having trouble with the portal?

No problem — we can still help. Please call **561-203-9285** and we can:

- Email the paperwork to you
- Mail the paperwork to your home
- Have you arrive approximately 15 minutes early to complete forms in the office

I receive an error saying the date of birth or phone number is incorrect.

This usually means there may be an error in the information entered when scheduling your appointment. Please call our office so we can verify and correct the information.

Why can't I edit my portal information after my appointment?

The OnPatient system only allows updates when there is an upcoming scheduled appointment on file. Unfortunately, this limitation is controlled by the portal provider and cannot be changed by the office.

If there are consent forms or electronic signatures to sign?

Before your appointment, all patients must review and electronically sign the required consent forms.
To complete this process:

1. Click on each consent form title
2. Review the document carefully
3. Select **"I've Read This Document"**
4. Repeat for all required forms
5. Draw or apply your digital signature
6. Click **"Save Signature"**
7. Select **"I'm Done"** to complete your check-in

Your appointment paperwork is not considered complete until all required forms and signatures have been submitted.

Need Assistance?

If you experience difficulties accessing or completing your portal, our team is happy to help.

Signature Foot & Ankle Phone: **561-203-9285**