DocResponse®

BEFORE GETTING STARTED

HERE ARE SOME TIPS TO OPTIMIZE YOUR EXPERIENCE WITH DOCRESPONSE

CLOSE ALL TABS ON YOUR BROWSER BEFORE STARTING A SESSION

If you have other browser tabs open during a DocResponse session, you may encounter issues.

NEVER CLICK THE "BACK" BUTTON ON YOUR BROWSER DURING YOUR SESSION

You are unable to go back to the previous screen. Attempting to do so will kick you out of your current session.

VERIFICATION ANSWERS MUST BE EXACT

Your date of birth and address must match your clinical chart. If you are unable to proceed after 2 attempts, please contact your provider to verify your information.

SELECT THE TOGGLE FIRST BEFORE ENTERING YOUR HISTORY ON THE "HISTORIES" PAGE

Before entering further details about your history, you must first click the toggle so your selection turns blue. 

IF YOU SEE THE LOADING SCREEN, WAIT!

DocResponse may take up to **two minutes** to load once you've entered your information.

CHECK YOUR SPAM FOLDER

Sometimes DocResponse emails end up in spam folders. If you don't receive a message from us that you're expecting, please check your spam folders first and mark as "not spam" for future appointments.

If you are unable to complete your session after these tips, please notify your provider.