

Office Practicum Release Notes for the Patient Portal

Note: If any content in these release notes discusses an issue that has medical implications, that text is displayed in **red** font.

Improved Functionality

The following are improved functionalities or enhancements made specific to the OP Patient Portal.

Location	Description and Workflow
<p>Appointment Requests, from the portal, assigned to a Department in OP.</p> <p>Practice Management tab > Staff/Providers</p>	<p>In order to better support Appointment Requests, a new department called IC Appointment Request has been added to OP. This will allow practices to assign the staff members who should receive the Appointment Requests from the patient portal. This feature replaces the current Appointment Request messaging group that is currently configured on the portal.</p> <p>Note: The Appointment Request message group must remain Active in the Patient Portal. Take into consideration using the General Billing Message group to receive insurance change messages.</p> <p>Note: If the practice does not assign staff to the IC Appointment Request Department in OP, the current appointment request behavior will remain as listed below.</p> <ul style="list-style-type: none"> • If a provider is selected for the appointment request, the provider will receive the message. • If no provider is selected for the appointment request \$AD will receive the message. <p>OP Patient Portal: Managing Appointment Requests</p>

Resolved Issues/Fixes

The following items have been identified as issues specific to the OP Patient Portal.

Location	Description	Fix
<p>Unable to see staff and providers, added in OP, in the Practice Portal</p> <p>Main Navigation Panel > User Administration > Staff Members</p>	<p>When staff or providers were added to the Staff/Provider Directory in OP, they did not transfer to the Practice Portal due to missing location.</p>	<p>When staff or providers are added to the Staff/Provider Directory in OP, they will transfer successfully to the Practice Portal.</p>
<p>Add a location to staff or provider, in OP, was not updated in the Practice Portal</p> <p>Main Navigation Panel > User Administration > Staff Members</p>	<p>When a location was added to staff or provider in OP, the location was not updated on the Practice Portal.</p>	<p>When a location is added to staff or provider in OP, the location will transfer successfully to the OP Practice Portal.</p>
<p>Active patient status only sent to Practice Portal</p> <p>Clinical > Practice Management > Billing Tab > Patient Chart > Basic Information</p>	<p>Only patients with a status of Active were sent to the Practice Portal.</p>	<p>All Patient status will transfer with the exception of the below.</p> <ul style="list-style-type: none"> ● Inactive ● Transfer ● Discharged ● Deceased ● Call Coverage ● Visitor ● Wait List ● Merged
<p>CCDA process for Active patient status</p>	<p>A CCDA was only processed for a patient status of Active.</p>	<p>Update made that will allow a CCDA to process for all patient status'</p>
<p>Updates and Deletions were not made to Family Contact Records</p> <p>Clinical > Practice Management > Billing tab > Patient Chart > Family Contact</p>	<p>When deleting and/or updating the patient's family contact information, the information was not updated on the Practice Portal.</p>	<p>When update or deletion is made to a patient's family contact, the information will update correctly on the Practice Portal.</p>