InteliChart Release Notes Version 3.5.13

INTELICHART
Engagement to Outcomes

InteliChart Version 3.5.13
All content is subject to change.

Release Date:

On Friday, November 20, 2020, your InteliChart Patient Portal environment will be upgraded to version 3.5.13. The InteliChart Patient Portal will be unavailable between 9:00 pm EDT to 9:00 am EDT Saturday, November 21, 2020. Please be aware, the InteliChart Patient Portal may be unavailable intermittently during the weekend to complete validation of the portal upgrade and additional work.

Practice / Patient Portal New Features

Allow Appointment Cancellations and Allow Appointment Rescheduling Options	Two new Portal Features have been added to **Portal Management > Patient Interface > Manage Setup** that allow a practice to toggle on or off the parent's ability to request an appointment cancellation or request an appointment be rescheduled. When these options are toggled to the ON position, the parent will have the respective option(s) displayed with their Upcoming Appointment(s). **Note**: By default, both options are set to ON. **Resources**: ● [OP Patient Portal: Managing Appointment, Cancellation, and Reschedule Requests](#) ● [OP Patient Portal Parent Experience: Cancel or Reschedule an Appointment](#)

Practice Portal Enhancements

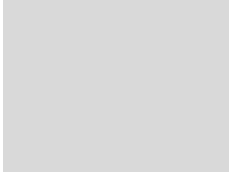|	
Patient Account Notifications in the Practice Portal	The following information is now displayed in the Notifications section of the Patient Chart in the Practice Portal: ● **EHR/PM Contacts:** The **Last Updated timestamp** and primary contact's phone number or email address as set in OP as the contact's Preferred Contact Method for Reminders is displayed. This setting takes precedent over the Patient's Preferred Contact setting.

OP Notify Enhancements
This section applies only to clients with OP Notify

Notify on Earliest Appointment Only Option	Practices have the option to only send an Appointment Reminder for the earliest appointment scheduled for a patient on a given day. The setting will be unchecked by default. This option is located in the Advanced Settings of each Event Type: **Patient Notify > Events > Select Event > Reminders and Notification section > + Advanced Settings > Notify on earliest appointment only checkbox**.

- Consolidated messages take priority over the "Notify on earliest appointment only" checkbox.
- The Patient Notify Appointment Reminders report will indicate "Not Sent Because of First Contact" for reminders that are not sent as a result of this setting.