

March 4, 2021 Portal Tips & Tricks

Tips & Tricks

Parents should see the historical medications in the medication list

Per Health IT standards, OP is mandated to send all historical and current medications to the patient portal for display. This exhaustive list provides parents and the healthcare team with a complete picture of the patient's medication history so that they can make informed decisions. If you believe a medication is incorrectly listed as current on the practice administration panel of the IntelliChart portal and on the patient view, check the end date of the medication in OP. If it is blank, the portal will assume the patient is still taking the medication. [To correct, fill in an end date in OP.](#) The update will be sent to the portal and the medication will appear on the "past medications" list.

Copy/paste functionality doesn't always work for PINs and/or survey links.

As frustrating as it is for parents, their device may not support the copy/paste functionality. If families are having trouble ask them to type in the codes directly.