May 4, 2021 Portal Tips & Tricks

Protect Sensitive Medications

Some of you have asked for assistance in identifying potentially sensitive medication names so that you can make sure they are not visible on the portal. This query from the OP Clip and Save Library can be used (and easily customized) so that you can identify potentially sensitive medications. If you use privacy/visibility settings when you write medications, they will not be shared to the portal. If you identify a medication that has been shared inadvertently, changing the visibility to anything higher than "Any Staff Member" will trigger them to be deleted from the portal.

Help Identifying Sensitive Data!

The OP Knowledge Team has created a new resource in the Help Center for all of your sensitive data clean-up work. Please take advantage of this and share with your practice team.

Appointment cancellations

Please alert your practice team that deleting an appointment in OP or setting the billing status to cancelled triggers a cancellation notification to be sent by InteliChart. At this time, the notification does not specify which appointment was cancelled. OP is working with InteliChart to prioritize a future enhancement to include more information.