

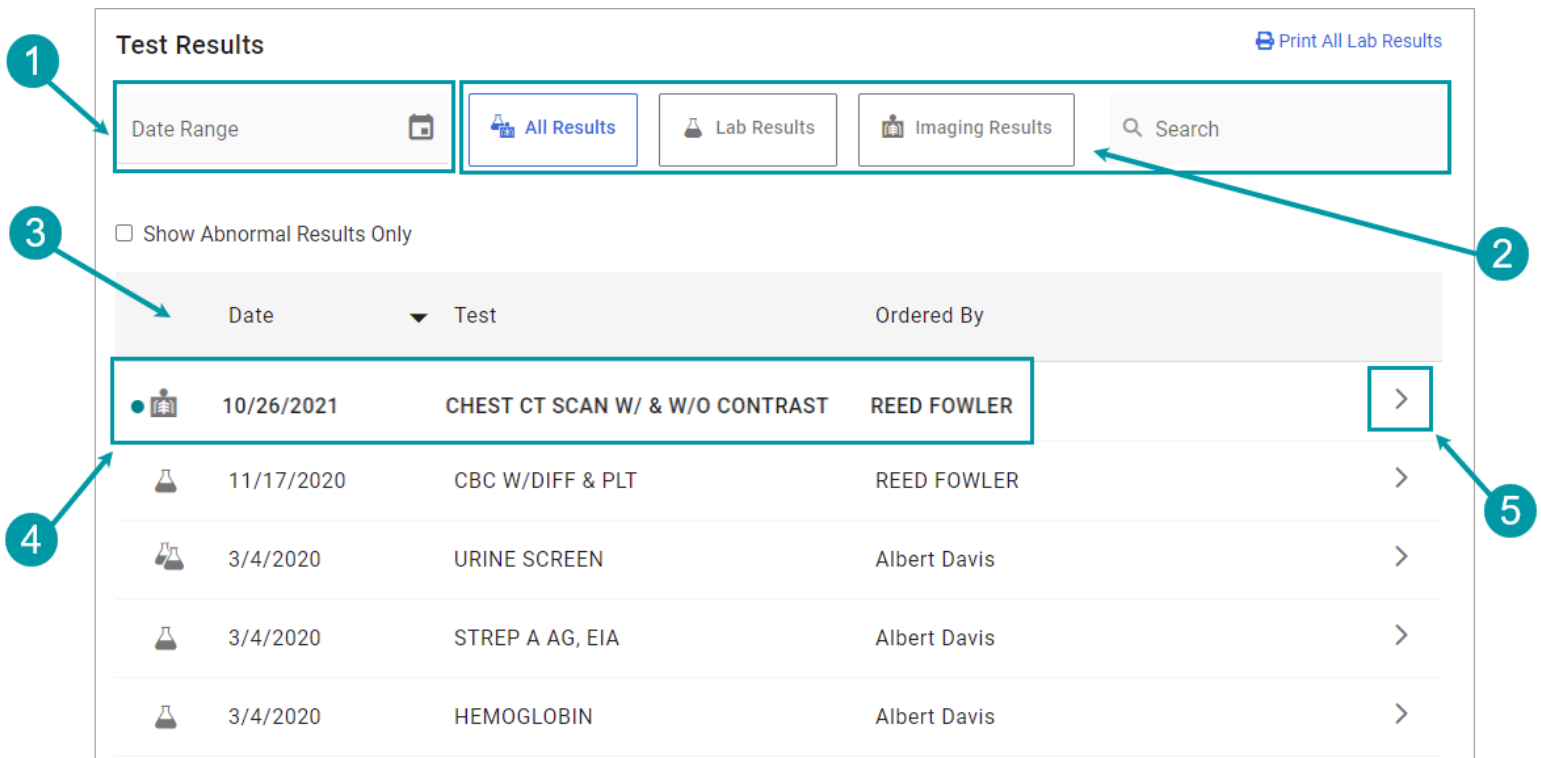
Release Date: Friday, November 5th, 2021

Enhancements

Redesign and renaming of **Labs** page



Labs has been renamed **Test Results** and features a new icon representative of both Labs and Imaging Results. This change is applied across the Patient Portal to all areas where Labs was previously referenced. When new Imaging Results are received in the Patient Portal, a new Imaging Results card is displayed on the homepage. Additional improvements are detailed below.



The screenshot shows the 'Test Results' interface. Callout 1 points to the 'Date Range' field. Callout 2 points to the filter buttons: 'All Results', 'Lab Results', and 'Imaging Results'. Callout 3 points to the 'Show Abnormal Results Only' checkbox. Callout 4 points to the first row of the results table, which is highlighted with a green border and a green button. Callout 5 points to the details button (a right arrow) at the end of the first row.

| | Date | Test | Ordered By | |
|---|------------|---------------------------------|--------------|---|
| 1 | 10/26/2021 | CHEST CT SCAN W/ & W/O CONTRAST | REED FOWLER | > |
| 2 | 11/17/2020 | CBC W/DIFF & PLT | REED FOWLER | > |
| 3 | 3/4/2020 | URINE SCREEN | Albert Davis | > |
| 4 | 3/4/2020 | STREP A AG, EIA | Albert Davis | > |
| 5 | 3/4/2020 | HEMOGLOBIN | Albert Davis | > |

| | |
|---|--|
| 1 | The Date Range field is used to specify a begin and end date to view results. |
| 2 | The Filter buttons are used to show All Results , Lab Results , or Imaging Results . |
| 3 | The Test Results Grid displays results according to the Date Range and the filter button selected. Each line in the grid is identified with an icon that symbolizes the type of Test (Imaging or Lab). |
| 4 | New, unreviewed results are presented in bold font and with a green button. |
| 5 | The Details button is used to access the result for the test. When viewing the result, the parent can click the Past Results button to display a year's worth of results for the selected test, where applicable. |

Medical Records Request feature added

Practices now have the ability to enable Medical Records Requests so that parents/guardians can easily request specific records from the Patient Portal. This feature requires a minimal amount of setup in the Practice Portal.

For a comprehensive guide to configuring and enabling this feature, see [OP Practice Portal: Configure Medical Records Requests](#).

Participating Insurance Plans now populated

The Practice's list of Insurance Plans (Payers) in OP is now displayed in the Practice Portal, and is located under **General Settings > Code Management > Payers**. This list replaces the previously populated generic list provided by InteliChart. Additionally, this same updated, OP-driven list is located in each Provider's Practice Portal record. This enhancement provides a more granular Provider Search experience for Practices who have Provider Search turned on under **Portal Management > Patient Interface > Manage Setup**.

To learn more, see [OP Practice Portal: Configure Provider Search](#).

Note: If your Practice selected Participating Insurance Plans at the Provider-level during Provider setup in the Practice Portal, review the newly populated list for accuracy.

NPI field added to Provider record in Practice Portal

The Provider record in the Practice Portal now includes an optional NPI field. While this field is editable on the Practice Portal, edits or additions made do not send information back to OP.

On behalf of field default

When composing a message in the Patient Portal, if the parent or guardian is viewing the child's account, meaning the child's toggle button is selected, the child's name defaults in the **On behalf of** field. If, however, the message is being composed from the parent's account, they will still need to select the child from the drop-down list.

Removal of Reply button

The **Reply** button has been removed from the Deleted and Sent Items tabs in the Message window.

Tokens added to Cancellation and

System Templates for Appointment Cancellations and Reschedules now feature additional tokens that are more specific to the details of the appointment being cancelled or

Reschedule Page Templates

rescheduled. Some of the available tokens are Appointment Date, Appointment Time, Appointment Date/Time, Location Name, and Provider Name. In the Practice Portal, navigate to **Portal Management > Patient Interface > Requests > Appointments** to adjust these Page Templates, as necessary.

Registration Email typo fixed

A typo in the Patient Portal Registration Emails, driven by the System Template, has been fixed.

Updates to the Vitals page

The Vitals page has been updated to display **Temperature** and **Head Circumference** in the top grid for visibility without having to click Details. Additionally, when no values are entered, the fields will remain blank rather than being populated with a zero.

Observation Date ▼ Temperature ◆ Blood Pressure ◆ Weight (lbs) ◆ Height ◆ BMI ◆ Head Circumference ◆ Heart Rate ◆ Source ◆

Ability to send message to patient only from the Practice Portal

Note: While this functionality is available in the Practice Portal, it is **not recommended nor supported by OP**. Users sending messages sent from the Practice Portal can select the **send only to patient** checkbox to route the message only to the patient. Parents, guardians, or proxies will not receive the message and the thread remains private. Messages sent this way are reliant on the patient having their **own portal account** and will **not** be received if they do not.

Resolved Growth Chart Issues

Intelichart recently rolled out a fix to an issue regarding Growth Charts in the Practice and Patient Portals. The details of the fix are described below.

Note: Practices may note small discrepancies in percentile calculations based on differences in logic between OP and Intelichart.

- The Length-for-Age, Weight-for-Age and Head-Circumference-for-Age Percentile Growth Charts in the Patient Portal have been updated to better reflect the more accurate, age-appropriate tables from the WHO for infants in their first 13 weeks of life.

- For infants and children that are older than 13 weeks and have measurements on record from both before *and* after their 14th week of life, the Growth Charts now transition appropriately between the age-appropriate tables from the WHO and CDC at the 13-week and 2-year transition points.
- Measurement percentiles for all ages are shown on the same graph. Such that:
 - If the infant's last measurement was taken before the child reached 13 weeks, then the graph only shows measurement percentiles from birth to 13 weeks.
 - If the child's last measurement was taken before the child reached 36 months, then the graph shows measurement percentiles from birth to 36 months.
 - If the child's last measurement was taken on or after the child reached 36 months, then the graph shows all measurement percentiles between birth and 20 years (not applicable to Head-Circumference percentile, which is only calculated to 36 months).

Note: For the purpose of determining age in months, the WHO recommendation of 1 month = 30.4375 days has been adopted.

- Percentiles below 1% and above 99% (infant measurements taken under 2 years) or below 3% and above 97% (child measurements taken at 2 or older) are now simply indicated as such, rather than trying to extrapolate to irrelevant numeric percentiles.
- Percentiles are now rounded to the nearest whole number to prevent the false impression of an irrelevant level of accuracy.