OP PORTAL APPOINTMENTS

Currently, parents can request to schedule an appointment from the OP Portal. The Appointment Request form will document the patient, reason for visit, and preferred days/dates/times. The Appointment Request will come into your **Unread Portal** tab of the Message center.

OP WORKFLOW

☐ **Complete/Respond to an Appointment Request in OP**

1. Navigate to the **Message Center** > **Unread Portal** tab.
2. **Select** and review the request message. The contents of the message are displayed in the lower section of the Message Center window (as with all messages in OP).
3. Navigate to the **Schedule** and schedule, cancel, or reschedule the appointment, depending on the nature of the message, as you normally would.
4. Return to the **Message Center** window.
5. Select the message, then click the **Reply** button.
6. Enter your Response to the message in the **Response** field, or click the Phrase Construction button to add a pre-typed phrase.
7. Below the Response field, select the **Completed: remove from all inboxes** radio button to ensure the message is no longer displayed as unread in the inbox of other users.
8. Click the **Send** button. Your response is sent to the patient/parent account in the OP Portal.

OP PORTAL CUSTOMIZATION

☐ **Hide Appointment Types from Request in the OP Portal**

Your OP Appointment types will automatically flow over to your OP Portal for the parent/pateint to choose when requesting an appointment. To hide an appointment type from the Appointment Request:

1. Log into your OP Portal as an Admin.
2. Click **Settings** > **Appointment Types** on the left-hand navigation.
3. Select the **Appointment** you want to edit.
4. On the right side of the window, check the **Not Show to Patient** checkbox.
5. Click **Save**.
6. You will receive a confirmation of **Successful Action**.