

# General Letter

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Version 20.4

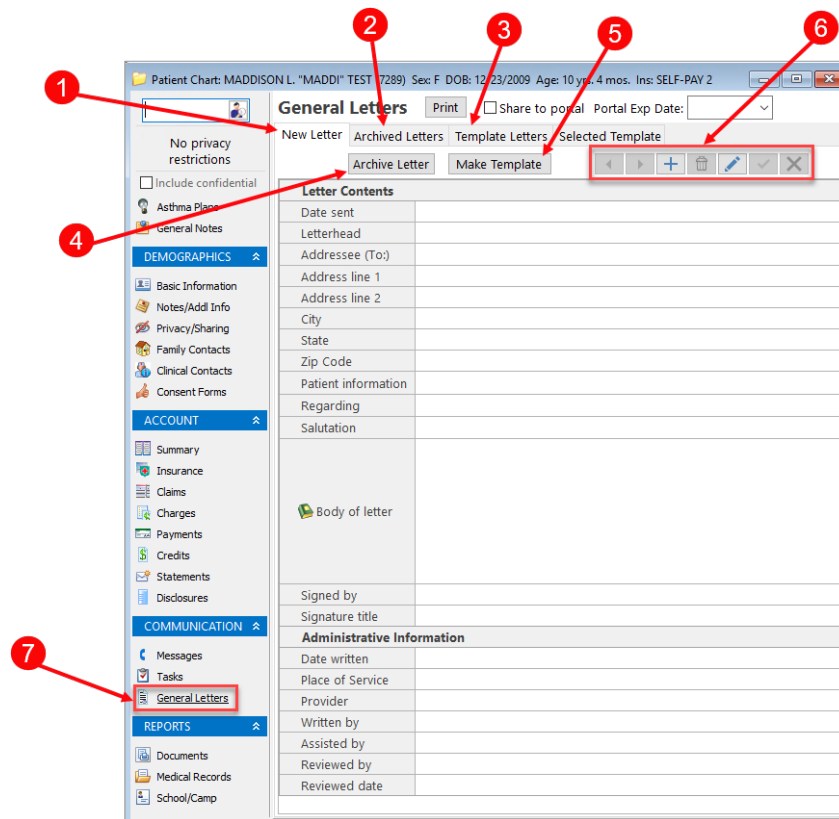


This window map article points out some of the important aspects of the window you're working with in OP but is not intended to be instructional. To learn about topics related to using this window, see the **Related Articles** section at the bottom of this page.

## About General Letter

**Path: Clinical, Practice Management, or Billing tab > Patient Chart button > General Letters**

The General Letter window is where you write a letter on behalf of a patient. The patient's insurance information can appear, and if a response is required, the referral status can be marked pending (this is completed from the referral itself). This function is especially helpful when dealing with insurance companies.



## General Letter Map

Number	Section	Description
1	New Letter tab	The Letter tab contains fields necessary to create the letter on behalf of the patient.
2	Archive Letter tab	The Archive Letter tab contains previously written letters. To view prior letters in a patient's chart, click this tab.
3	Template Letters tab	The Template Letters tab contains the templates for letters. To use a letter template,

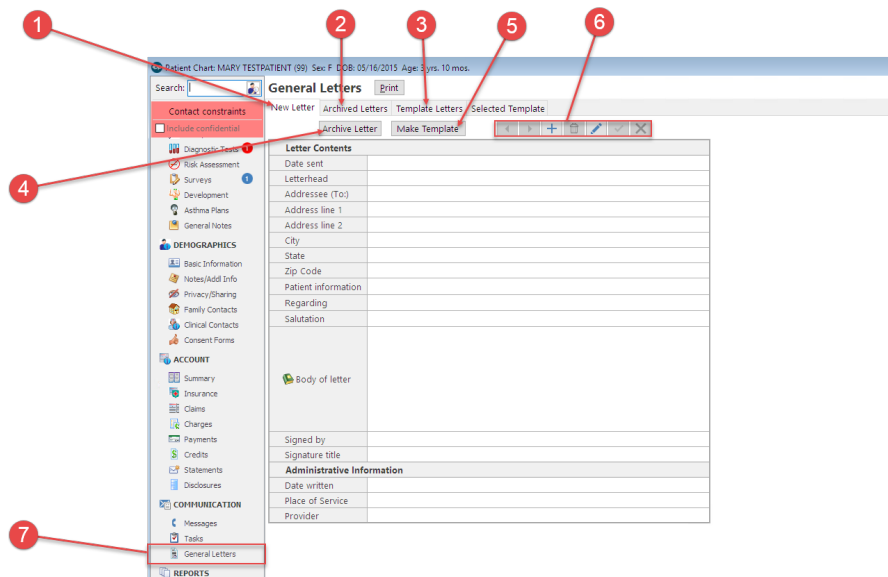
		highlight the template and click the Use Highlighted Template button.
4	Archive Letter button	The <b>Archive Letter</b> button saves the letter to the Patient's record.
5	Make Template button	The <b>Make Template</b> button saves a written letter as a template for future use.
6	Function Buttons	The function buttons navigate between letters, inserts a record, deletes a record, edits a letter, posts an edit, and cancels an edit.
7	General Letters button	The General Letters button opens the General Letters window in the patient's chart.

Version 20.3

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