🔧 Important Content Update Message
We are currently updating the OP Help Center content for the release of OP 20. OP 20 (official version 20.0.x) is the certified, 2015 Edition, version of the Office Practicum software. This is displayed in your software (**Help tab > About**) and in the Help Center tab labeled Version 20.0. We appreciate your patience as we continue to update all of our content.

How do I update a Provider's legally changed name?

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Overview

Prior to changing a provider's name in OP 14, you will want to be sure to contact any party that receives information from the provider either by name, or some numerical identifier. The order in which changes should be made would be best determined by the parties receiving the information. The best place to start with a legal name change for a provider is with the NPI Registry, but all entities should be contacted. This article will instruct you how to update the provider's name in OP 14 when it is determined the best time to do so.

> ❗ **Warning**: Failure to contact all vendors or parties receiving information may result in rejections such as claim rejections or prescription rejections.

Staff/Provider Directory

1. Navigate to **Utilities** > **Manage Practice** > **Staff/Provider Directory**. The Staff Directory window will open.
2. Select the provider's name in the Staff name column. These are listed by location. If you do not see the provider you're looking for, either change the location or select the All checkbox. After selecting the provider, his/her information will appear in the right side of the window.
3. If you are not already there, click the **Basic Info tab**.
4. Click the **Edit Record** button 🖉 .
5. Edit the following as appropriate:

   - First/middle name
   - Last name/suffix
   - Initials
   - Colloquial name

6. Click the **Provider Info** tab, and edit the Signature name.
7. Click the **Post Edit** button ✅ to save your changes.

Address Book

The provider's name in the Address Book will be updated automatically once the Staff/Provider Directory entry is saved. However, it is still necessary to confirm the complete entry for the provider in the Address Book.

1. Click **Adr Bk** on the Smart Toolbar. The Address Book window will open.
2. Search for the provider by name or category.
3. Select the provider entry.
4. Click the **Edit Record** button.
5. Review and edit the tabs as appropriate.
6. Click the **Post Edit** button.
7. Click **Exit**.

> **Note**: It may be appropriate to change the signature of the provider that has been scanned into OP. After removing the existing signature, click **here** to learn about scanning in a provider's signature.