


We are currently updating the OP Help Center content for the release of OP 19, which is a member of the certified OP 14 family of products. OP 19's official version is 14.19.1, which you may see in your software (such as in Help > About) and in the  Help Center tabs labeled 14.19. You may also notice that the version number in content and videos may not match the version of your software, and some procedural content may not match the workflow in your software. We appreciate your patience and understanding as we make these enhancements.

Why do I see an outstanding task for Patient "0"?

Last Modified on 06/28/2019 8:33 am EDT

A task referencing patient "0" (zero) may occur when there is a patient on an Instamed Portal Payment who's account number does not match in OP. It is best practice to research in Instamed Merchant Services directly to confirm which patient the payment should be associated to. Once the patient is confirmed, the payment can be applied appropriately.