🔧 We are currently updating the OP Help Center content for the release of OP 14.19 or OP 19. OP 19 is a member of the certified OP 14 family of products (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.

How are patient requests (appointment, referral, medication refill) configured?

Last Modified on 09/26/2019 8:35 am EDT

Requests are driven by Message Groups. There are a series of Message Groups created by default. The Practice Admin role group permission has the capability to enable these Message Groups and associate staff members who will handle those requests. Turning the feature ON and OFF (to manage whether the feature is visible to the patient/parent) should be done from the **Portal Management > Patient Interface page**.