

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.

If a provider is not in a Message Group, can they still respond to portal messages from OP?

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Yes, nurses or other staff can triage messages from the portal and then forward the message to a provider, if necessary. The provider can then respond to the portal message as long as he/she is listed as a provider in the Practice Portal.