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 do I send recalls and reminders to the patient when they reach 18?

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Once a patient reaches the age of maturity, you can modify the parent contact record to no longer receive recall and appointment reminder notifications. Follow the steps below.

1. Navigate to Family Contacts: **Clinical, Practice Management or Billing** tab > **Patient Chart** > **Family Contacts**.
2. Select the contact record and change **Authority** to None or Emergency.
3. Click the **Save** button.

Add the patient to the Family Contacts to receive recall and reminder notifications, follow the steps below.

1. Navigate to Family Contacts: **Clinical, Practice Management or Billing** tab > **Patient Chart** > **Family Contacts**.
2. Click the **Add** button and complete the information in the window.

   - **Preferred Contact Methods**: Click the drop-down in Recalls and Reminders and select the method.
   - **Role/Reason**: Click the drop-down and select Self.
   - **Authority**: Click the drop-down and select Exclusive.
   - **Res?**: Click the checkbox in the reside column.

3. Click the **Save** button.

For detailed information on adding Family Contacts, click **here** .