

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.

Why don't patients appear on the OP Patient Portal?

Last Modified on 12/13/2019 7:28 am EST

A patient's status (set in the Demographics of the patient chart) determines whether or not the patient will appear in IntelliChart to be registered for the OP Patient Portal. Below is a list of the patient statuses that are sent to IntelliChart. If a patient is not displayed in IntelliChart due to their patient status, the status may be updated to one listed below.

- Active
- In Collection
- Employees
- All practice created Patient Statuses

Patients with one of the following statuses are **excluded** from being sent to IntelliChart:

- Inactive
- Transferred
- Discharged
- Diseased
- Call Coverage
- Visitor
- Waiting List
- Merged