

**Important Content Update Message**

We are currently updating the OP Help Center content for OP 20. We appreciate your patience as we continue to make these updates. To locate the version of your software, navigate to: **Help tab > About**

Will a parent/patient receive instruction if they type Here after the scheduled appointment time?

Last Modified on 09/17/2020 11:36 am EDT

If a parent/patient arrives late for the scheduled appointment, types the word Here, they will not receive further instruction. The practice must do the following:

1. Navigate to the Calendar and move the appointment to a later time.
2. Click the resend button for all further instructions to be sent.
3. Click the Save button.



Note: There is a 15 minute grace period, for when a parent can type the word Here. If the parent arrives and types the word Here after the 15 minute grace period, follow the above instructions. Always follow the workflow identified by the practice, which may include contacting the parent.