

Where can I see the status of a patient's portal account?

Last Modified on 07/21/2021 1:25 pm EDT

A patient's Portal Account status can be viewed in various areas within OP. The field may display a status of Inactive, Active, or Unknown.


- Basic Information section of the Patient Chart. To view an updated status after completing portal registration, use the **Refresh** button located next to the Portal Acct: indicator to pull in real-time information.

Status: Active as of: 5/16/2000

Register date: 05/16/2000


Last visit: 01/05/2021

Last update: 01/11/2021 12:31 PM by: 2035

Portal Acct: Inactive 

- Tracking window. If the patient has a scheduled appointment, the **Portal Account** column can be referenced to confirm the patient's portal account status.

Time	Patient	Reason	TOV	Arrival	Visit Status	Min.	Portal Account
Staff : REED FOWLER (COUNT=2)							
04:00 PM	ANDERTON, MARY ". Fever		EST SICK VISIT	05:16 PM	Waiting Room		Inactive
04:30 PM	CHAN, JACKIE	Fever	EST WELL CHK	05:21 PM	Waiting Room		Active

- Add/Edit Appointment window. When scheduling or editing a patient appointment, the Portal Account field can be referenced to view a patient's portal account status. You may click the **Create/Validate Portal Account** button  to begin the IntelliChart registration.

Last encounter: 12/07/2020

Last well visit: 07/13/2021

Language(s): ENGLISH

PCP: Albert Davis

Portal Account: Inactive 