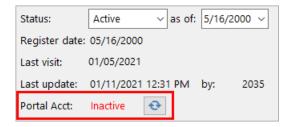


Where can I see the status of a patient's portal account?

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.



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



• 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 InteliChart registration.



