

### Important Content Update Message

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

# OP Patient Portal (InteliChart) Unveiling FAQs

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## What are the new portal features at-a-glance?

Great question! As you know, we have been working diligently to make the new OP Patient Portal an all-encompassing solution for your practice! Check out the [OP Patient Portal Features At-A-Glance](#) to read through a summary of some of the newest portal features! It includes high-level information about:

- Sending Surveys to the Patient Portal
- Sending Documents to the Patient Portal
- Receiving Document Requests from the Patient Portal
- New Patient Self-Registration on the Patient Portal
- and Live Scheduling!

## What is the new OP Portal?

We are excited to bring to market our new Patient Portal, powered by InteliChart. Many of you have been waiting for a long time, and we know that this pediatric-focused portal will truly enhance your patient engagement strategy.

## I already have an OP Portal, do I need to move to the new one?

Yes, all OP clients who want to utilize a Patient Portal will be using this new technology by November 30, 2020.

## I implemented the InteliChart Portal for Meaningful Use, now what should I do?

You aren't alone! In fact, 250 OP Clients are already on-boarded with the InteliChart portal. Some of the features you heard about and see today, you are already using. Others will be new, and will replace the workarounds you have been using as you've had both portals running. We will be moving you to this fully operational portal by July 31st. At that time, we will then work with you as we turn off your old Patient Portal to streamline your practice and patient experience.

## What does Implementation of the Portal look like?

For most of our practices, it has been anywhere from 2-4 weeks. Our configuration team will prepare the new database for you, and move your practice data to the new system. They'll share with you Data Governance information to ensure your patient data is accurate and consistent. After that, you'll continue to work through your [Portal Learning Journey](#) as we set a Practice Go Live date. Four weeks after you go live on the new Patient Portal, we will turn off access to your old Patient Portal to reduce patient

and practice confusion.

## What will it cost to use the IntelliChart Portal?

There is a one-time setup fee of \$1,500. Your Client Solutions Manager will be able to guide you through this, and inform our Implementation Teams that you are ready to schedule a Go Live and get started!

## Who do practices need to contact to get this new IntelliChart Portal Functionality?

Reach out to your Client Solutions Manager directly, or you can email [solutions@officepracticum.com](mailto:solutions@officepracticum.com) if you aren't sure!

## Can practices choose which Portal Features to opt into?

Yes, practices can custom configure what features they choose to activate.

## What are the actions that practices need to take before implementation can begin?

Before we begin your portal implementation, please complete the Data Integrity Checklist (part of your configuration survey results). It is important for the practice to understand how data should be managed in OP in order for it to sync up with the new IntelliChart Portal.

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