

Notifications from the OP Portal

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About

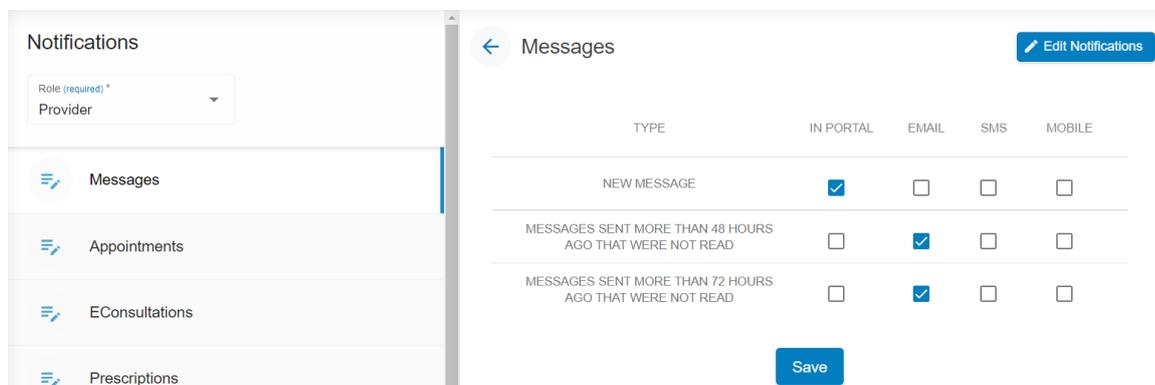
Notifications in the portal for Parent/Guardians, Staff, and Providers are turned on to notify the appropriate person about changes to Medical Records, Appointment Status, Messages, and more. You can update the notifications received for each of these sections, as well as the role type receiving the notification.

For example, if you want parents to receive notifications for Appointment status changes, but not every time their Medical Record is updated (eg adding a Condition or a documented Allergy), then you can go into the Admin side of the OP Portal and turn off notifications for the Patient Role for Medical Records. You can also select the type of notification for each role to receive, such as email notifications, portal notifications, or mobile notifications. You would have worked with OP to initially identify the type and amount of notifications in your implementation, but below are instructions for changing those if needed.

Enable or Disable Notifications

To turn notifications on or off:

1. From the navigation menu on the left, select **Settings**.
2. Click on **Notifications**.
3. Click on the drop-down field for the **Role** and select the user type you want to modify.
4. Select the **notification type** you want to change (left side of window in image below).
5. **Check** or **uncheck** the notifications you choose (right side of window in image below).



TYPE	IN PORTAL	EMAIL	SMS	MOBILE
NEW MESSAGE	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MESSAGES SENT MORE THAN 48 HOURS AGO THAT WERE NOT READ	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MESSAGES SENT MORE THAN 72 HOURS AGO THAT WERE NOT READ	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Click **Save**.
7. Repeat as necessary for each role and notification type you want to update the notifications for.

Edit the Content in a Notification

1. From **Settings > Notifications**, select the **Role**.
2. Click the **Edit Notifications** button.
3. Choose the options from the drop-down field **Type** and **Platform**.
4. Fill out the Subject and Content in both English and Spanish.
5. Click **Save** when finished.

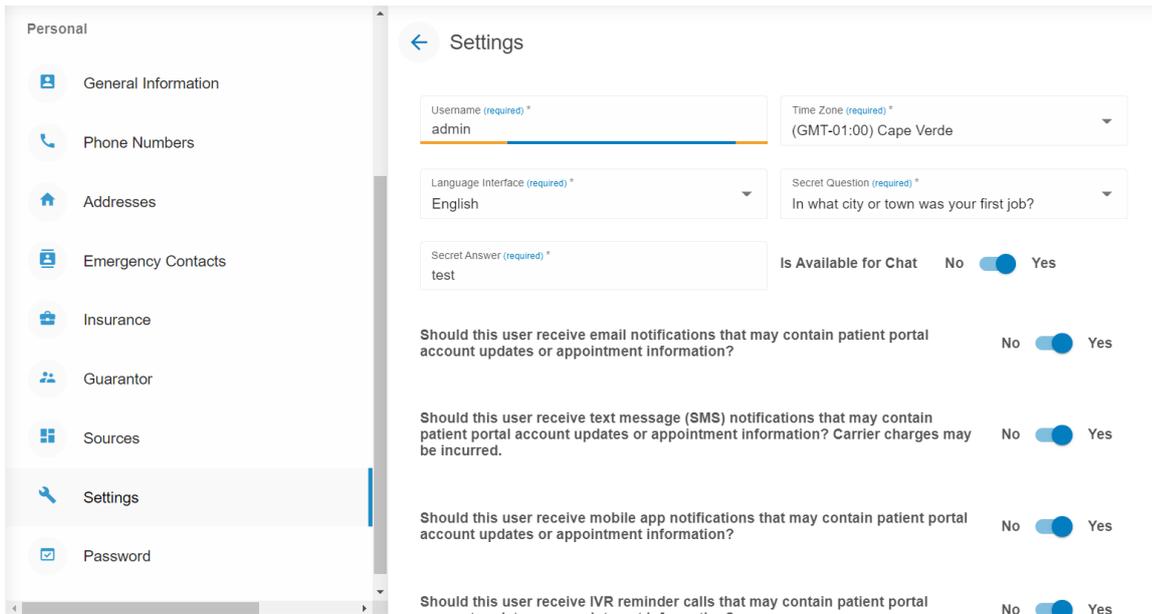
Provider Specific Notifications (Unread Email Notifications)

In order for providers to receive Unread Email Notifications, an administrator must enable this feature for the practice.

1. From **Settings > Notifications**, select the **Role** as Provider.
2. Click on the checkboxes for the Messages that were not read in 48/72 hours.

If Unread Email Notifications are turned on for your practice, each individual provider can choose whether or not to receive the notifications:

1. From the provider's profile, select your name, then click **Profile**.
2. Click **Settings**.
3. If you don't want to received email notifications, toggle **No** next to the Email notifications request.



The screenshot shows the 'Settings' page for a user named 'admin'. The left sidebar contains a 'Personal' menu with options: General Information, Phone Numbers, Addresses, Emergency Contacts, Insurance, Guarantor, Sources, Settings (selected), and Password. The main content area is titled 'Settings' and includes the following fields and options:

- Username (required) ***: admin
- Time Zone (required) ***: (GMT-01:00) Cape Verde
- Language Interface (required) ***: English
- Secret Question (required) ***: In what city or town was your first job?
- Secret Answer (required) ***: test
- Is Available for Chat**: No Yes
- Should this user receive email notifications that may contain patient portal account updates or appointment information?**: No Yes
- Should this user receive text message (SMS) notifications that may contain patient portal account updates or appointment information? Carrier charges may be incurred.**: No Yes
- Should this user receive mobile app notifications that may contain patient portal account updates or appointment information?**: No Yes
- Should this user receive IVR reminder calls that may contain patient portal account updates or appointment information?**: No Yes

4. Click **Save**.