

Appointment Request Customization in OP Portal

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About

Appointment Requests can be made through the OP Portal, if you chose this during your configuration. You can also choose to have past appointment show for patients in the OP Portal. Appointment types flow over from OP and parents/patients can choose an appointment type that matches their request.



Note: Self-Scheduling will be available in the OP Portal in a later phase.

Appointment History

Appointment History is enabled by default.

Appointment Requests

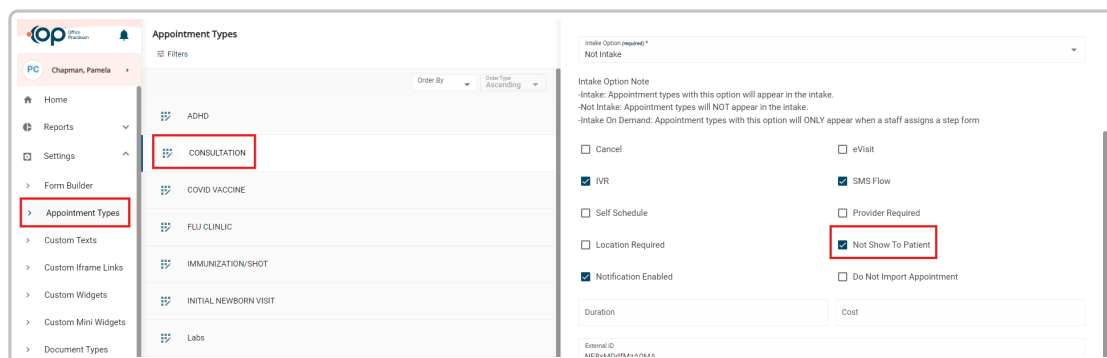
Patients are able to request appointments through the portal. This feature includes several options to ensure the request meets their needs, such as selecting their preferred day(s) (using checkboxes), appointment type, location, and adding additional details in a comment box.

If you have chosen this feature, your Appointment Types in OP will automatically flow into the OP Portal, and the parent/guardian will be able to select those appointment types when requesting an appointment.

Hiding Appointment Types from Parent Appointment Request

To hide appointment types that patients are able to see/request:

1. Login to the OP Portal on the Admin side.
2. Click **Settings** > **Appointment Types** on the left-hand navigation.
3. Select the **Appointment Type** you want to hide.
4. In the Editable fields on the right side of the window, check the **Not Show to Patient** checkbox.



5. Click **Save**.
6. You will see a confirmation of **Successful Action**.

Appointment Requests will appear in your Unread Portal Messages tab in OP. See [this article](#) for more information.

