

# Responding to Appointment Requests from the OP Portal

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## About

Currently, parents can request to schedule an appointment from the OP Portal. The Appointment Request form will document the patient, reason for visit, and preferred days/dates/times. The Appointment Request will come into your Unread Portal tab of the Message center.

## Complete and Respond to a Request to Schedule an Appointment

1. Navigate to the **Unread Portal** tab of the Message Center.
2. Select and review the **request message**. The contents of the message are displayed in the lower section of the Message Center window (as with all messages in OP).
3. Navigate to the practice schedule and schedule, cancel, or reschedule the appointment, depending on the nature of the message, as you normally would.
4. Return to the Message Center window, and with the message selected, click the **Reply** button.
5. Enter your **Response** to the message in the Response field, or click the Phrase Construction button to add a pre-typed phrase.
6. Below the Response field, select the **Completed: remove from all inboxes** radio button to ensure the message is no longer displayed as unread in the inbox of other users.
7. Click the **Send** button. Your response is sent to the patient/parent.