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ChartMaker® PatientPortal

Added Features

- **PatientPortal – Responsible Party/Insurance Subscriber –** The PatientPortal has been updated with a **Same as Patient Address** checkbox that is available when entering or updating responsible party and insurance subscriber information. When this option is checked, the patient's address will be used and populated in the applicable fields.

- **PatientPortal – Message Page –** The Message page that the patient's access in the PatientPortal to send messages to your practice and to also send messages to doctors in other practices, has been updated to better distinguish these types of messages. The **Send a message** option has been updated to **Send a message to our practice**; while the **Send a Direct Message** option has been changed to **Send a message to a provider in Another Practice**. Likewise, the corresponding headers and descriptive text has been updated to further distinguish and clarify the purposes of these two options to reduce patient confusion.

- **PatientPortal – Forgot Password –** The Forgot Password screen has been updated to display the full practice name associated with the current username to ensure that the patient is changing and/or resetting their password for the correct practice. The new text will read: "You are about to reset the password for your account associated with **<<FULL PRACTICE NAME>>**, please answer the security question and click Reset. An email will be sent to you containing your new password."

- **Practice Administration – Activity History Log –** The Activity History Log (My Account > Activity History Log) has been updated to track all auditable events that take place on the PatientPortal Practice Admin console by Practice Administrators, thereby allowing you to monitor who is making various additions, modifications, and deletions in the PatientPortal Practice Admin console.

- **Practice Administration – Patient List – Change Email Address–** The PatientPortal Practice Admin console has been updated allowing practice administrators to change a patient's email address. If an administrator clicks the **Change Email** icon for a patient in the patient list, they will be taken to a Change Email screen that will list the patient's last name, first name, account number, and current email address, as well as fields that allow you to enter and confirm a new email address for the patient. By entering the new email address in these corresponding fields and then clicking the **Save** button, the system will then update that patient's account with the new email address. The patient will not receive a confirmation message for this action.

- **Practice Administration – Patient List – Suspend Account–** The PatientPortal Practice Admin console has been updated allowing you to suspend patient accounts. A Suspend button has been added to the patient list for practice administrators. Likewise, practice administrators now have the ability to view a list of suspended patients which has a reactivate link for those patients. The patient will receive an email when the patient is suspended or reactivated.

  When a patient's account is suspended, the patient and any patient representative accounts will not be able to log in to PatientPortal. All data transfer for that patient will be stopped, and the PatientPortal button in ChartMaker Medical Suite (Clincal and Practice Manager) will appear red.