Pre Op/ Post Op Images Not Showing up in Referring Doctor Portal

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Overview

This article will explain a possible cause of images not showing in the TDO referring doctor portal

Note: This feature requires TDO Cloud https://wwww.tdo4endo.com/our-products/tdo-cloud/

Potential Solutions

If a referring doctor calls in about not seeing any images or reports on a patient's profile within their referring doctor portal, one possible cause is if the patient's referring doctor was changed within TDO.

When a patient is entered into the system with a referring doctor, TDO locks the patient to that referring doctor in the software database once a case start fee has been posted to the patient's ledger, or once a letter is sent to the referring doctor from that patient's chart.

While the referring doctor can be changed on the patient's chart, if either a case start fee has been posted or letter has been sent, the patient's images and reports will not show in the new referring doctor's portal.

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