

# Ontada Health e-Registration Release Notes

Feb. 20, 2025

We're releasing several updates to the Ontada Health experience to improve usability for practices and patients. Below are the key updates:

## Automatically withdraw incomplete forms

To help practices manage patient forms more efficiently, the system will now automatically withdraw incomplete forms that were never completed by the patient.

### What's changing?

By default, the system will automatically withdraw any incomplete forms 7 days past their due date; however, this timeframe can be customized based on your practice's preferences.

Once withdrawn, forms will no longer be visible to the patient on the **Assigned Forms** page in the patient portal. Completed forms will continue to display under **Assigned Forms > Completed** as expected.

### Impacts to the Forms Queue

- Withdrawn forms will be marked with a **"Withdrawn"** status, just as they would be if manually withdrawn.
- The **withdrawn date** and **"System"** under **Action Taken** will indicate the system performed the withdrawal.
- A **tooltip** will clarify that the form was automatically withdrawn because it was not completed within the allotted time past the due date.

The screenshot shows a modal window for a patient form. At the top right is a close button (X). Below it is a patient header with a blue chevron icon, a grey person icon, and the text: **repoer45, repoer45 (M)**, MRN: repoer45, and DOB: 12/12/1990 (34). The main section is titled **PATIENT STATUS:** and features a green **COMPLETE** button. Below this, the form history is listed: **Sent:** 01/06/2025 (vicky qaalalpha, DO), **Patient Completed:** 01/06/2025, and **Action Taken:** 01/06/2025 (System) with an information icon. A button labeled **PENDING ATTACHMENT** and a **VIEW** link are present. The next section is titled **zzDO NOT SEND - Acknowledgement of Notice of Privacy Practices - Standard**. A tooltip points to this section with the text: **Automatically withdrawn: Not completed 1 days after due date**. Below the title, it shows **Patient Completed:** and **Action Taken:** 01/06/2025 (System) with an information icon. At the bottom is a **WITHDRAWN** button. In the background, a table with columns like 'All upcoming' and a 'CLEAR F' button is partially visible.

## No impacts to the Forms Completion Report

This update does not impact the **Form Completion Report**. The **"Form Sent"** column will remain unchanged. The **"Form Started"** column will also remain unchanged, ensuring accurate tracking of sent forms versus those actually started by patients.