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Once withdrawn, forms will no longer be visible to the patient on the **Assigned Forms** page in the patient portal.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- Withdrawn forms will be marked with a **"Withdrawn"** status, just as they would be if manually withdrawn.
- The **withdrawn date** and **"System"** under **Action Taken** will indicate the system performed the withdrawal.
- A **tooltip** will clarify that the form was automatically withdrawn because it was not completed within the allotted time past the due date.

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.