

Ontada Health: e-Registration Release Notes

May 15, 2025

We're releasing several updates to the Ontada Health e-Registration experience to improve usability for practices and patients

Spanish text message notifications for patients

Timely text message reminders can help keep patients engaged and on track with form completion. With this release, patients and practices can set text message notifications from Ontada Health e-Registration to be received in Spanish, making it easier for Spanish-speaking patients to understand and respond.

NOTE: Your practice must be configured to allow multiple languages. To update your e-Registration preferences, please contact your Ontada Health e-Registration Account Manager.

How patients can choose Spanish messaging

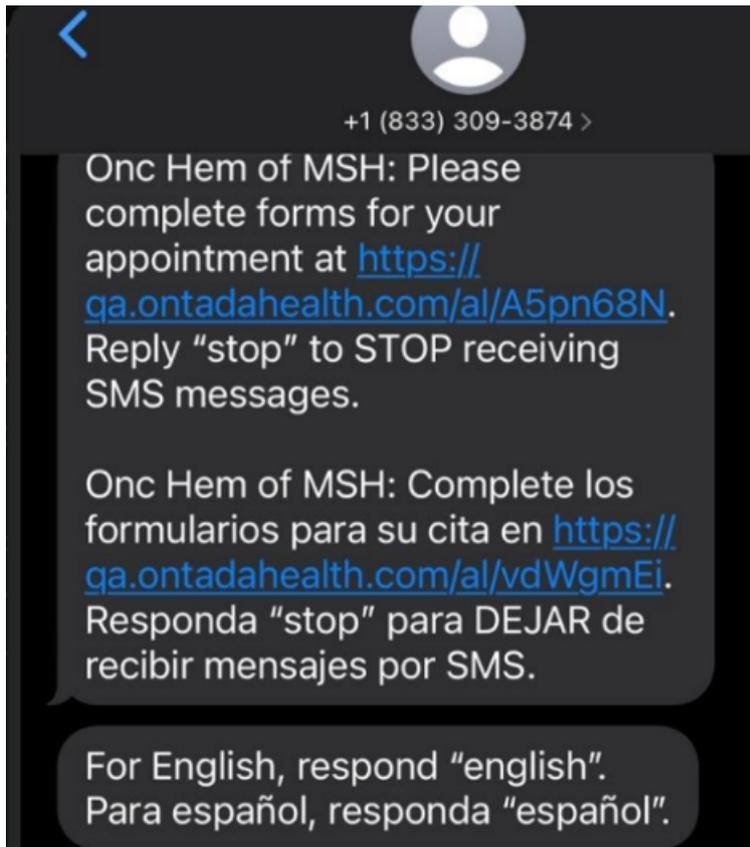
Option 1: Using the text message flow

Patients can choose their preferred language directly from the e-Registration text messages without needing to visit the My Account page.

If your practice allows multiple languages, the first notification after the release will be sent in both English and Spanish.

Patients will receive an additional message prompting them to reply:

- For English, respond "English"
- For Spanish, respond "Español"



If the patient replies with "Español", all the text messages the patient receives going forward will display in Spanish only. The selected language will also be applied to their **My Account** settings and your practice **Support Tools**.



Option 2: In the My Account Page

Patients can also update their text messaging language from their My Account page:

1. Go to **Account Settings**
2. Find the **Language Preference** section (callout 1)

NOTE: This section only appears if your practice allows multiple languages.

3. Click **Edit** (callout 2)
4. Select **English** or **Español** from the drop-down (callout 3)
5. Click **Save Changes** (callout 4)

Language Preference 1

To update your language preference, click Edit to select your preferred language and Save Changes to save your selection. The next SMS message will be in your language of choice. Note: No confirmation SMS message will be sent upon this selection.

Language Preference

English Edit 2

3 English

English

Español

CANCEL SAVE CHANGES

Language Preference

To update your language preference, click Edit to select your preferred language and Save Changes to save your selection. The next SMS message will be in your language of choice. Note: No confirmation SMS message will be sent upon this selection.

Language Preference

English Edit

Español

CANCEL SAVE CHANGES 4

Going forward, all the text messages the patient receives will display in Spanish only, and the selected language will be applied to the patient in the **Support Tools**.

Alpha Oncology: Complete los formularios para su cita en <https://qa.ontadahealth.com/al/XVtGTeA>.
Responda "stop" para DEJAR de recibir mensajes por SMS.

How practices can choose Spanish messaging

Option 1: Demographics tab

Your practice can update a patient's preferred text messaging language using the **Demographics** tab in the patient's chart.

1. Open the patient’s chart and go to the **Demographics** tab
2. Set the patient’s **Preferred Language** to **Spanish** (callout 1)
3. Once saved, the selected language will be applied to all future text message notifications, the patient’s **My Account** settings, and your practice **Support Tools**

Patient Information
Edit

Name
r3.3.16.0
First Name
Middle Name
alpha4
Last Name Suffix
Previous Name (e.g. Maiden Name)

Patient Notes

Preferred method of contact
-

Employment Status
-

Marital Status
-

MRN
r3.3.16.0alpha4
Primary Alternate
Patient Status
Active Test Patient
SSN
- Restricted Chart
Preferred Language
Spanish
Ethnicity
Race

1

Option 2: Support Tools

Your practice can also update a patient’s preferred text messaging language using the e-Registration admin tools.

1. Go to the **Patients** page in **Support Tools**
2. Locate a patient using the search field or filters
3. Click on a patient from the results to see their details
4. Find the **Language Preference** section (callout 1)

NOTE: This section only appears if your practice allows multiple languages.

5. Click **Edit** (callout 2)
6. Choose **English** or **Español** from the drop-down

Support Tools

- Patients
- User Roles and Permissions

[View Patient Portal](#)

[Re-Send Invitation](#)

Practice Alpha Oncology
Location Announcement location
Provider / Care Team Saurabh Desai
jusen lark

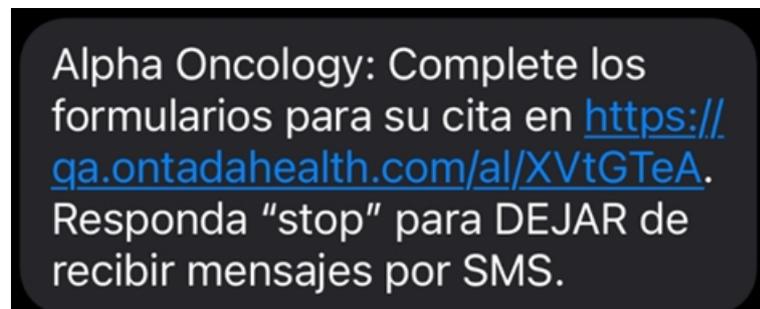
1

Language Preference

To update your language preference, click Edit to select your preferred language and Save Changes to save your selection. The next SMS message will be in your language of choice. Note: No confirmation SMS message will be sent upon this selection.

Language Preference Español **Edit** 2

Going forward, all the text messages the patient receives will display in Spanish only, and the selected language will be applied to the patient's **My Account** preferences.



Patient feedback survey

As part of this release, patients can access a feedback survey within the patient portal. This survey helps us gather direct input from patients about their experience using the e-Registration forms. Their feedback will be used to identify pain points, improve usability, and guide future enhancements to make the forms process faster, easier, and more patient friendly.

How patients access the survey

There are **three convenient ways** to access the survey:

- A **Feedback** button will display on the side of the portal page (callout 1)
- A **Leave Your Feedback** link will display in the footer of the portal (callout 2).
- A **Provide Feedback** link will display in the green success banner patients see upon completing a form (callout 3)

1
FEEDBACK

Assigned Forms

Please complete each form below to help your care team create a tailored plan of care. All information provided will be securely and privately sent to your care team.

OUTSTANDING
COMPLETED

You're all done!

You don't have any more forms to fill out right now.

If we have more forms for you in the future, we'll send you a notification to let you know.

Terms

Privacy Notice
Terms of use and Patient Agreement

Help

User Help Content
Leave Your Feedback

Contact

Contact us at: 1-855-887-6788

Assigned Forms

Total **6**

You have successfully submitted the 'Patient Health Information - NCCN' form. Would you like to provide feedback on your experience? [Provide Feedback](#)

3

✕

This information is being requested by your care team to create a tailored plan of care for you throughout your journey. All information provided will be securely and privately sent to your care team.

Instructions:
Please complete each form by the specified completion date. Any unfinished forms may need to be completed during your next office visit. Once a form has been completed, a copy of the form will be sent to your email at benjamin.pierce@youremail.com for your records.

OUTSTANDING
COMPLETED

Form	Date Sent	Due by	Status	Actions
1. Patient Health Information- NCCN	09/30/22	09/30/22	NEW	START
2. New Patient & Family History Form	09/30/22	09/30/22	NEW	START
3. Acknowledgement fo Receipt of Notice of Privacy	09/30/22	09/30/22	NEW	START

Clicking any of these options will open the survey form for patients to complete.

e-Registration (filling out forms online) Survey

As we continue to make improvements to the patient experience, we would like your feedback on what's working, what could work better, and any other thoughts that you have that would help us improve your experience.

The survey consists of three questions and should take you 1-minute to complete.

Thank you in advance for taking the time to complete the survey. Our goal is to make the e-Registration (filling out forms online) as smooth as possible for you and your feedback will help us to do that.

* Required

1. e-Registration capabilities meet my needs. *

1

2

3

4

5

Strongly Disagree

Strongly Agree

New columns on the Current User Permission Report

To give practices better visibility into user access and activity, we've added several new columns to the Current User Permission Report. These additions offer a more comprehensive view of which users have access to Ontada Health e-Registration and the details of their permissions.

New columns

- **Provider/User Type:** Displays the user's role at the practice (e.g., Nurse, Medical Assistant).
- **External User ID:** Shows the user's external ID.
- **Modified Date:** Indicates the most recent date the user's permissions were updated.
- **Modified By:** Lists the name of the person or system that last updated the user's permissions (e.g., a username or "System").
- **Email Address:** Shows the email address of the user whose status was last updated.
- **User Locations:** Identifies which locations the user can access as an e-Registration user. Displays "N/A" for system updates.
- **User Account Type:** Indicates the current status of the user's account (e.g., Active).

- **Locked Status:** Shows whether the user’s account is currently Locked or Unlocked.

Practice Support Tools	Patient Impersonation	Announcements	Provider/User Type	External User ID	Modified Date	Modified By	Email Address	User Locations	User Account Type	Locked Status
None	None	None	Certified Nurse Midwife	sixhundredfourteen	04/09/2025	System	dredfourteen@dfa.asd	eightysdasyes	Active	Unlocked
Full	Full	None	N/A	N/A	10/04/2024	System	N/A	N/A	Active	Unlocked
Full	Full	None	N/A	N/A	03/11/2024	System	N/A	N/A	Active	Unlocked
None	None	None	N/A	N/A	N/A	N/A	N/A	N/A	Active	Unlocked
Full	Full	None	Nurse	Ext_PY_SU_g2q2...	04/09/2025	System	PY_SU_g2q2@yop...	Fremont, San Francis...	Active	Unlocked

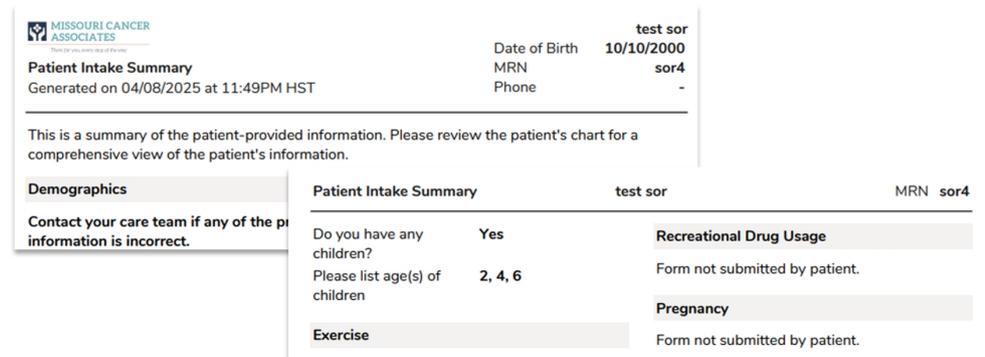
Updates to Provider Intake Summary PDF

On April 24, 2025, we released the [Provider Intake Summary PDF](#) to give practices a more streamlined view of patient-provided information collected through completed electronic intake forms.

In this release, we updated the PDF to improve readability and reduce the length of the PDF.

What’s new in this release

- **Headers on Additional Pages:** Subsequent pages will display a simplified header with the PDF title, patient name, and medical record number (MRN).
- **Reduced Content:** The PDF will only show the sections and questions most relevant to prepping for a new patient.



Updates to the Insurance Information form and PDF

In this release, we made several enhancements to the Insurance Information form and generated PDF.

NOTE: These updates apply only to **Insurance Information forms submitted after the release.**

The updates are as follows:

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- **Group Number Field Update:** The **Group Number** field will no longer require validation, meaning that patients can leave this field blank and still complete the form. However, if they do choose to enter a group number, it will be limited to **100 characters**.
 - **Effective Date Format:** The **Effective Date** must now be entered in the **mm/dd/yyyy format**. The date entered can be any date, whether past, present, or future.
 - **Impact of These Updates:** These updates will affect all insurance entries on the form, and the changes will be reflected on the **PDF version** of the form that practices receive.