

Ontada Health Release Notes

Oct. 30, 2025

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

Patient's decision to decline depression screenings will now be documented in iKnowMed

Patient decisions will now be more accurately reflected in iKnowMed when they choose to decline mental health screenings. This enhancement ensures patient intent is accurately captured for clinical and reporting purposes across connected systems.

When a patient declines and submits the **Distress Thermometer** or **PHQ-2/PHQ-9** forms, their decision will now transmit to iKnowMed in real time or during the next scheduled data sync.

In iKnowMed, this will display as follows:

- **Distress Thermometer:** Patient Hx tab > Distress Thermometer > Past Assessments & Plans will show the patient declined

The screenshot shows the NCCN Distress Thermometer form and its entry in the 'Past Assessments & Plans' table. The form is titled 'NCCN Distress Thermometer' and includes a 'LAST UPDATE: 09/08/2025' badge. A notification box states: 'Review patient-submitted responses. Patient completed NCCN Distress Thermometer with distress score of 0 on 09/08/2025.' The form is titled 'Complete New Assessment' and includes an 'Observation Date' field set to '09/08/2025'. Below this is a section for 'Distress Level' with radio buttons for 10 (extreme), 9, 8, and 7. The 'Distress Level' is currently set to 7. The form also includes a section for 'Have you had concerns about any of the items below in the past week, including today? (mark all that apply)'. This section is divided into three columns: 'Physical concerns', 'Practical concerns', and 'Emotional concerns'. Each column has a 'clear' button. The 'Physical concerns' column includes items like Pain, Sleep, Fatigue, Tobacco use, Substance use, Memory or concentration, Sexual health, Changes in eating, and Loss or change of physical abilities. The 'Practical concerns' column includes items like Taking care of myself, Taking care of others, Safety, Work, School, Housing, Utilities, Finances, and Insurance. The 'Emotional concerns' column includes items like Worry or anxiety, Sadness or depression, Loss of interest or enjoyment, Grief or loss, Fear, Loneliness, Anger, Changes in appearance, and Feelings of worthlessness or being a burden. Below the concerns section is a section for 'assessment and follow-up' with checkboxes for 'Referral to internal team member for follow-up', 'Referral to outside clinician or organization for follow-up', and 'Patient declined assistance'. The 'Patient declined assistance' checkbox is checked. At the bottom of the form are 'CANCEL' and 'SUBMIT' buttons. Below the form is the 'Past Assessments & Plans' table, which has columns for Date, Distress level, Distress comments, Physical concerns, Practical concerns, Emotional concerns, Social concerns, Spiritual/rel concerns, Other concerns, Plan, Other, Source, and Last updated. The table shows one entry for '09/08/2025' with a 'Distress level' of 'Declined' and a 'Source' of 'Patient'. The 'Last updated' column shows '09/08/2025 by Appointment Configuration 4:40 PM' with an 'EDIT' button.

Date	Distress level	Distress comments	Physical concerns	Practical concerns	Emotional concerns	Social concerns	Spiritual/rel concerns	Other concerns	Plan	Other	Source	Last updated
09/08/2025	Declined	-	-	-	-	-	-	-	-	-	Patient	09/08/2025 by Appointment Configuration 4:40 PM

- **PHQ-2/PHQ-9:** Patient Hx tab > Depression Screening & Plan > Past Assessments & Plans will show the patient declined

Depression Screening & Plan LAST UPDATE: 09/08/2025

i Review patient-submitted responses.
Patient completed PHQ2 with score of 0 on 09/08/2025. Validate and submit responses. ✕

Assessment

PHQ2 PHQ9

Observation Date
09/08/2025

Under current care with a practitioner who is qualified to diagnose and treat depression

Pharmacological interventions

Other interventions or follow-up for the diagnosis or treatment of depression

Patient declined treatment

CANCEL SUBMIT

Past Assessments & Plans

Date	Score	Comments	Plan	Plan Comments	Source	Last updated
09/08/2025	Declined	-		-	Patient	09/08/2025 by Appointment Configuration 4.02 PH EDIT

If a patient later completes one of these forms, a new entry will be captured in iKnowMed and the decline checkboxes will no longer be selected.

Patients can now opt out of broadcast messages

Patients and caregivers can now unsubscribe from announcement emails sent by your practice using **Bulk Actions > Send Announcements**. This update helps reduce unwanted emails and gives patients and caregivers more control over their communication preferences.

The new unsubscribe statement will appear at the end of each announcement email with a link to opt out. After clicking the link, users will be sent to a separate webpage to confirm that they wish to unsubscribe.

second time



alphaoncology <alphaoncology@ontadahealth.com>

Monday, September 22, 2025 11:25:33 AM

There for you, every step of the way

second time

For questions regarding the contents of this message, contact your practice.



Confidentiality Notice: This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure, or distribution is prohibited. If you are not the intended recipient, please contact Ontada Health Technical Support at 1-855-887-6788 and destroy all copies of the original message.

To stop receiving email communications about Care Team Announcements, [unsubscribe](#).

Upon confirmation, the new **Care Team Announcements** setting will automatically toggle off in the patient's **My Account > Email Notification Settings**. Patients can re-enable announcements anytime by toggling this setting back on.

Email Notification Settings

Enable Email Notifications to testok@yopmail.com <small>To change your preferred email, please update in Personal Information.</small>	On <input checked="" type="checkbox"/>
Appointment Reminders	On <input checked="" type="checkbox"/>
Care Team Announcements	Off <input type="checkbox"/>
Messages	On <input checked="" type="checkbox"/>

Practices can also resubscribe patients through **Support Tools > Patients > Email Notification Settings**.

Support Tools

Patients

User Roles and Permissions

Form/Packet Sending Rules

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](#)

Account Status

Last Invite Sent

09/22/2025 10:40 AM IST (Sent to: testok@yopmail.com)

Last Patient Login

09/24/2025 12:17 PM

Account Status

Enrolled

Email Notification Settings

Email Notifications to testok@yopmail.com

On

Appointment Reminders

On

Care Team Announcements

On

Messages

On

Additional enhancements

- **Navigation update for mobile users:** Patients accessing the portal from a mobile device can now open the full navigation menu from any page within the portal, making it easier to move between forms, messages, and other areas of the portal without needing to return to the home page.