

Ontada Health e-Registration Release Notes

Oct. 30, 2025

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

Patients will now receive forms for appointments scheduled for less than 24 hours in advance

To ensure patients receive necessary forms for last-minute appointments, e-Registration forms will now be sent **immediately** when an appointment is created less than 24 hours before its scheduled time.

The system will automatically check the time difference between the current time and the appointment time to determine eligibility for immediate form dispatch.

For appointments within the 24-hour window, the system will immediately send the e-Registration forms using existing notification services based on the patient or caregiver's preferences (email/SMS).

If the patient or caregiver has missing or invalid contact information, the failed attempt will be logged in the **Notification Audit Report**.

If an appointment that has already triggered a form notice is rescheduled within the same 24-hour window, no duplicate forms will be sent. If a patient has already filled out their forms, notifications will not be sent for those forms.

Patient Intake Summary PDF enhancements

Information from manually sent forms included in the summary

The Patient Intake Summary PDF will now include information from completed forms that were automatically sent by the system and manually sent by your practice.

Previously, the summary did not include information from forms manually sent by your practice, resulting in incomplete patient records. This enhancement ensures that all completed forms are included in the Patient Intake Summary PDF going forward.

No summary for cancelled appointments

A Patient Intake Summary PDF will no longer be generated for cancelled appointments, preventing unnecessary document creation and keeping patient records clean and accurate.

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.