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Quick Intro to Ontada Health

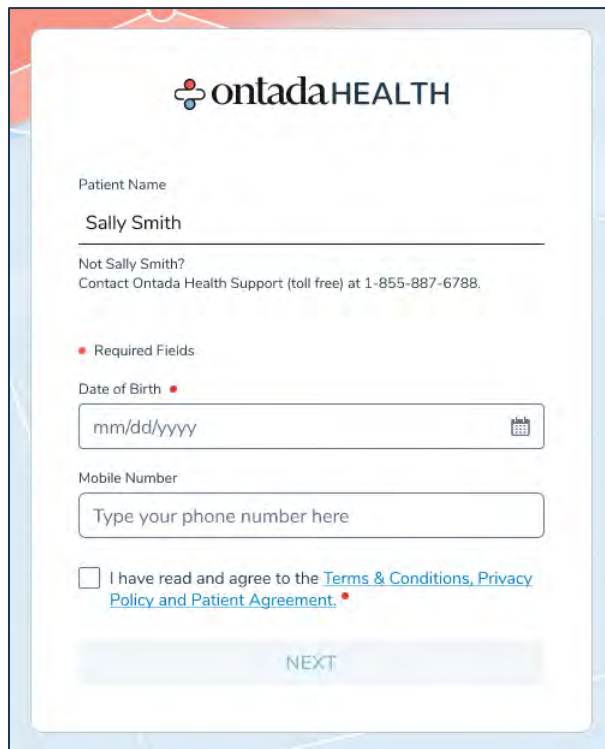
Ontada Health is your link to your health information from your physician. Your health record is always available when you want to see upcoming appointments, lab results, and medications, send a message to your care team, and more. Ontada Health is provided at no cost to you.

To watch a 5 minute introductory video that covers much of what is in this help guide, go to <http://videos.mckesson.com/ontada/watch/7aEwkUQaVaxcxcxVSgPWZ2J>.

Tip: Your health information is safe with SSL 256-bit encryption.

Enroll

Let your physician's office know that you want to enroll in Ontada Health. Provide them with your email address to receive an enrollment invitation by email within 24 hours.



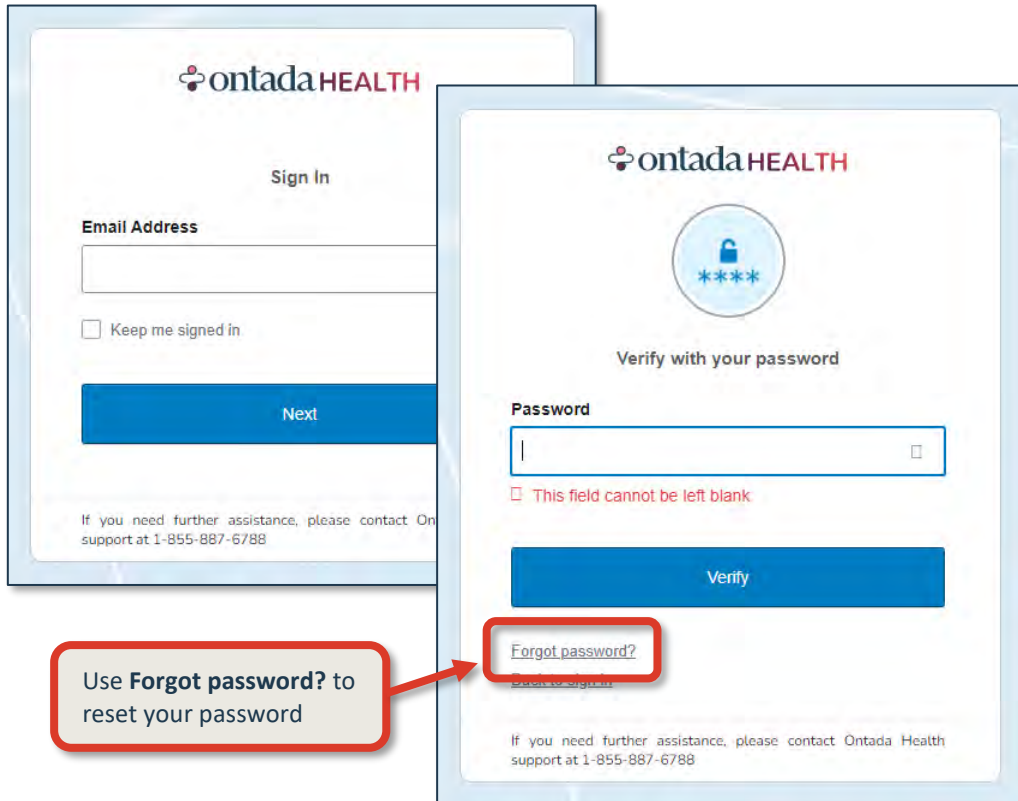
The screenshot shows the Ontada Health enrollment form. At the top is the Ontada Health logo. Below it, the 'Patient Name' field is filled with 'Sally Smith'. A note asks 'Not Sally Smith?' and provides a contact number: 'Contact Ontada Health Support (toll free) at 1-855-887-6788.' A red dot indicates 'Required Fields'. The 'Date of Birth' field is empty with a placeholder 'mm/dd/yyyy' and a calendar icon. The 'Mobile Number' field is empty with a placeholder 'Type your phone number here'. At the bottom, there is a checkbox for 'I have read and agree to the Terms & Conditions, Privacy Policy and Patient Agreement' and a 'NEXT' button.

Tip: Add noreply@ontadahealth.com to your safe sender list. If your invitation does not arrive within 24 hours, first check your junk and spam folders for the invitation. If the invitation is not in your junk or spam folders, contact Ontada Health Support at 1-855-887-6788 (toll free).

After completing enrollment, sign into Ontada Health.

Sign In

To sign into Ontada Health visit <https://ontadahealth.com/login>. Enter your **Email Address** and **Password**. If you use a computer that only you access and you want to stay signed into Ontada Health, check the **Keep me signed in** box.



The image displays two screenshots of the Ontada Health login interface. The first screenshot shows the 'Sign In' page with a 'Email Address' input field, a 'Keep me signed in' checkbox, and a 'Next' button. The second screenshot shows the 'Verify with your password' page with a password input field, a 'Verify' button, and a 'Forgot password?' link. A red box highlights the 'Forgot password?' link, and an arrow points from it to a callout box that says 'Use **Forgot password?** to reset your password'.

If you sign in using a public computer, make sure to sign out before you leave the computer.

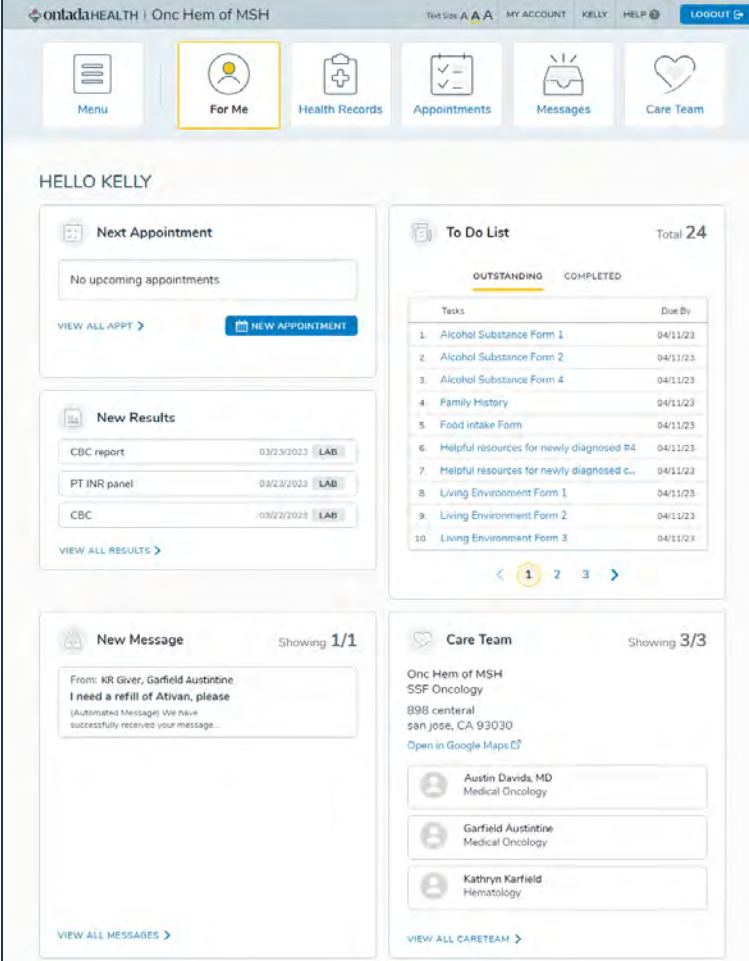
To protect your health information, your account automatically signs out after 15 minutes of inactivity.

If you forget your password, click **Forgot password**, below the Verify button, and enter your email address to receive an email to reset your password. If the password reset email does not arrive within 24 hours, first check your junk and spam folders for the invitation. If the invitation is not in your junk or spam folders, contact Ontada Health Support at 1-855-887-6788 (toll free).

Your password must contain at least: eight characters, 1 uppercase character, 1 lowercase character and 1 number. It may contain special characters. Your password may not contain your first name, last name, username or medical record number.

For Me

After logging in, the first thing you see is the **For Me** page. This is your dashboard where you find info about: your **Next Appointment** and to request a **NEW APPOINTMENT**, your **To Do List** with outstanding registration forms, assessments, and surveys to read and complete, your recent lab **Results**, your unread **Messages**, and your **Care Team** info.



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Menu For Me Health Records Appointments Messages Care Team

HELLO KELLY

Next Appointment

No upcoming appointments

[VIEW ALL APPT >](#) [NEW APPOINTMENT](#)

New Results

CBC report	03/23/2023	LAB
PT INR panel	03/23/2023	LAB
CBC	03/22/2023	LAB

[VIEW ALL RESULTS >](#)

To Do List Total **24**

OUTSTANDING COMPLETED

Tasks	Due By
1. Alcohol Substance Form 1	04/11/23
2. Alcohol Substance Form 2	04/11/23
3. Alcohol Substance Form 4	04/11/23
4. Family History	04/11/23
5. Food Intake Form	04/11/23
6. Helpful resources for newly diagnosed R4	04/11/23
7. Helpful resources for newly diagnosed c...	04/11/23
8. Living Environment Form 1	04/11/23
9. Living Environment Form 2	04/11/23
10. Living Environment Form 3	04/11/23

< 1 2 3 >

New Message Showing **1/1**

From: KR Giver, Garfield Austintine
I need a refill of Ativan, please
 (Automated Message) We have successfully received your message...

[VIEW ALL MESSAGES >](#)

Care Team Showing **3/3**

Onc Hem of MSH
 SSF Oncology
 898 central
 san jose, CA 95030
[Open in Google Maps](#)

- Austin Davids, MD
Medical Oncology
- Garfield Austintine
Medical Oncology
- Kathryn Karfield
Hematology

[VIEW ALL CARETEAM >](#)

In the top-right:

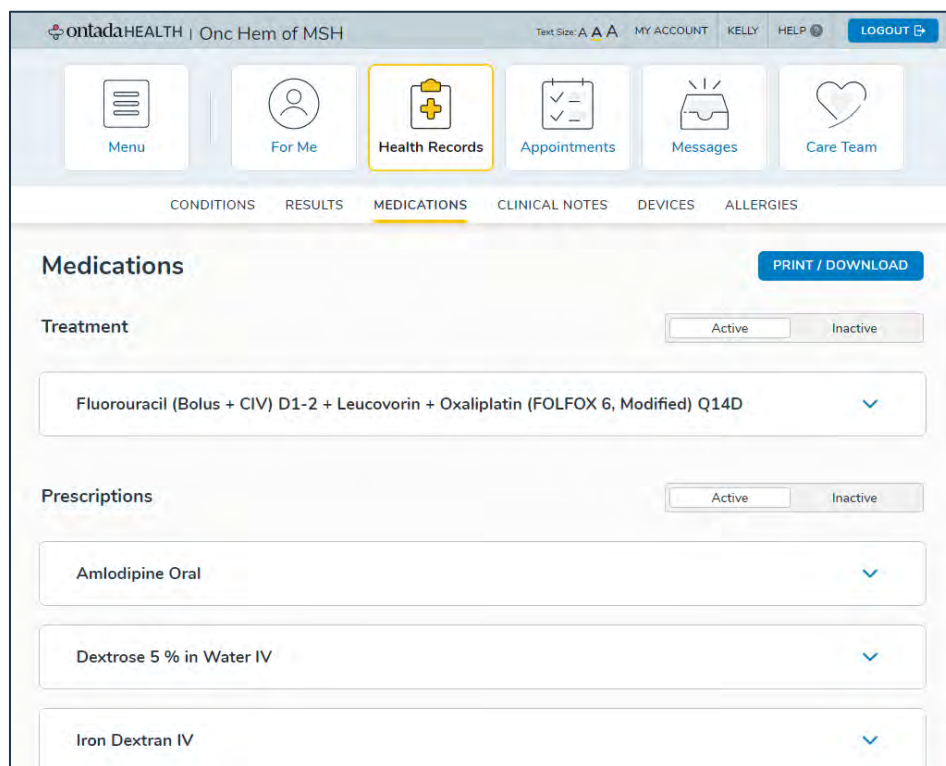
1. To increase the size of text, click **Text Size**.
2. To view your account settings, click **MY ACCOUNT**.
3. To get help with Ontada Health (this guide), click **HELP**.
4. To sign out of Ontada Health, click **LOGOUT**.

Health Records

The Health Records page lists clinical info recorded at your physician's office. This includes your **CONDITIONS, RESULTS, MEDICATIONS, CLINICAL NOTES, DEVICES, and ALLERGIES**. Click any entry to see more info.

Tip: To change your medications or allergies (or any info in Ontada Health), contact your physician's office. If the information displayed on Ontada Health is not correct 72 hours after your physician's office updated it, please contact Ontada Health Support at 1-855-887-6788 (toll free).

Your physician has the option to release lab results to Ontada Health once they are reviewed. Your physician may include a comment about your results.

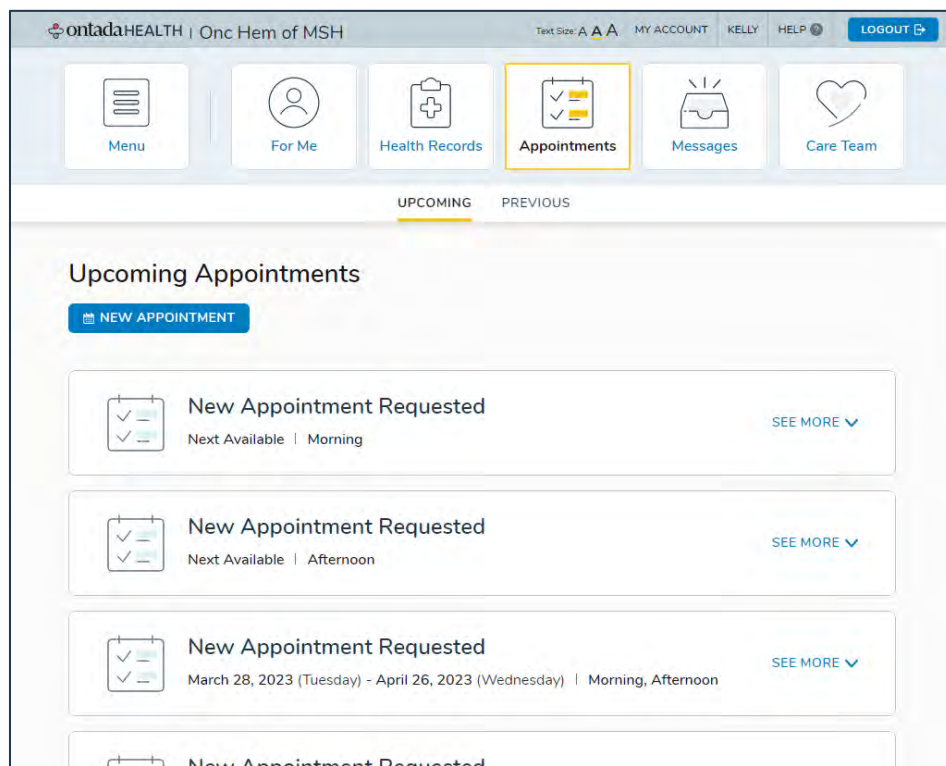


Tip: Click **PRINT/DOWNLOAD**, to generate a printable and downloadable version of your health record to share with your caregivers, family members, and other doctors. If your health record does not appear, install Adobe Acrobat by going to <https://get.adobe.com/reader/>.

Appointments

The **Appointments** page lists your **UPCOMING** and **PREVIOUS** appointments. Click any appointment to see more info about it or to change it.

To request a new appointment, click **NEW APPOINTMENT**.



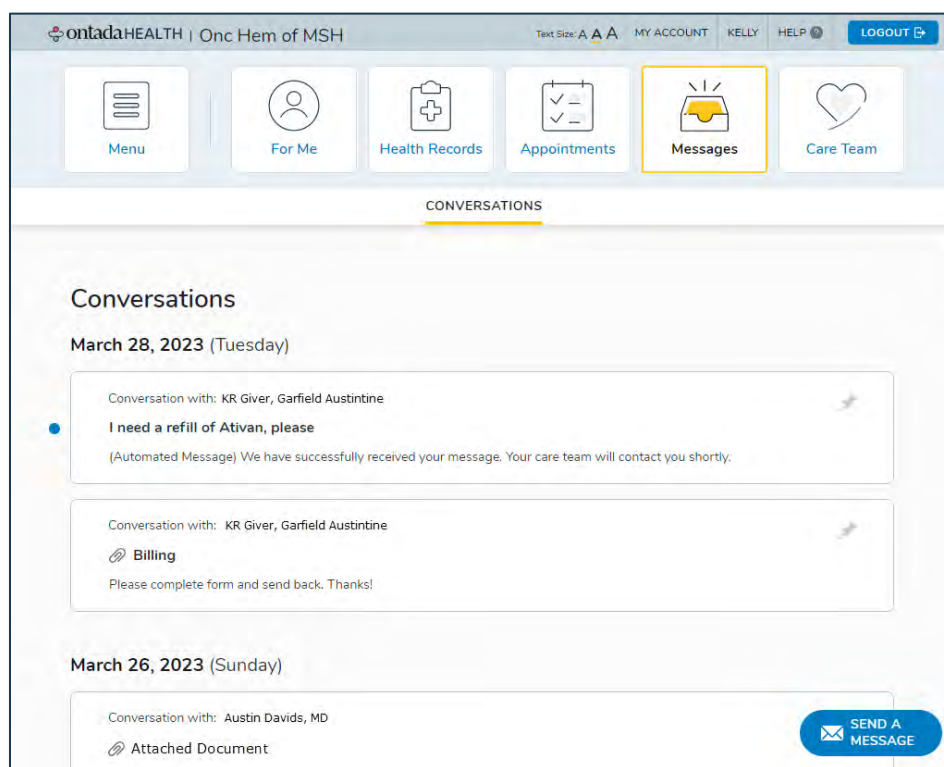
Messages

Messages lists your **CONVERSATIONS** with your physician's office.

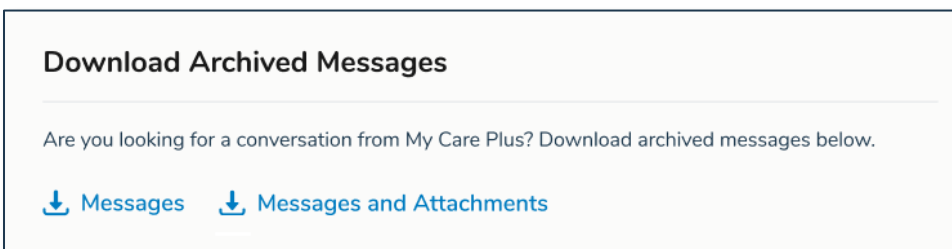
Click a conversation to open it.

Click a **thumbtack** to pin a conversation to the top of the list.

To start a new conversation, click **SEND A MESSAGE**.



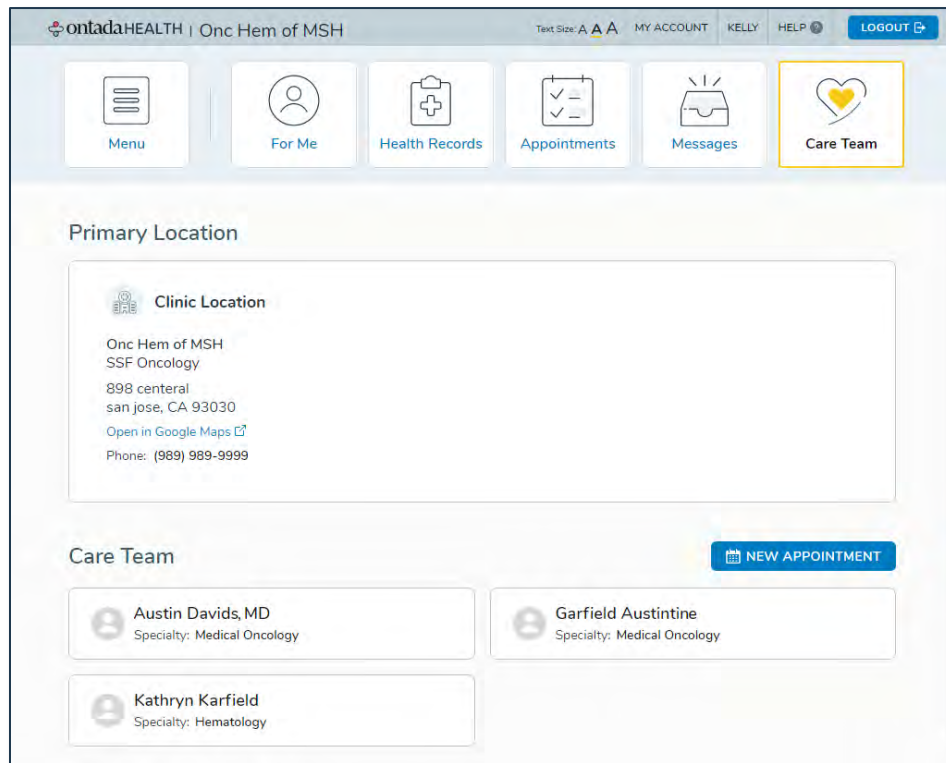
To download messages or attachments from **My Care Plus**, click an option under **Download Archived Messages**.



Care Team

Your providers are listed on the **Care Team** page.

To request an appointment, click the **NEW APPOINTMENT** button.

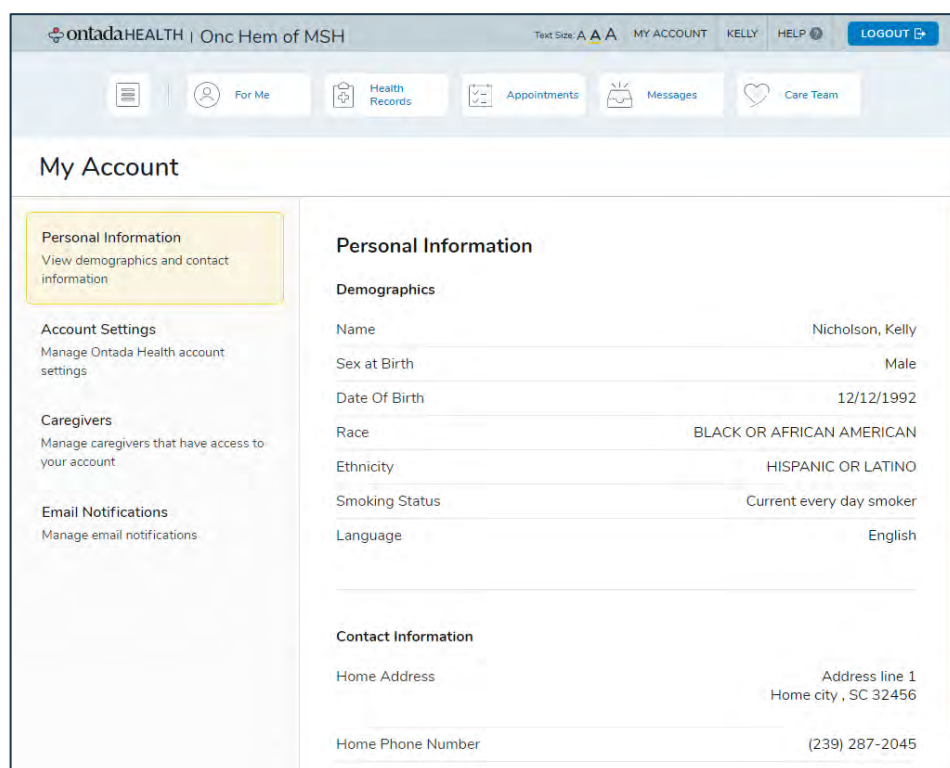


My Account

To access your account settings, click **MY ACCOUNT** in the top right.

My Account is where you: view your **Personal Information**, change your **Account Settings**, manage your **Caregivers**, and set your **Email Notifications**.

To update your **Email Address** or **Password**, click **Account Settings**. Changing your **Email Address** on Ontada Health does not update your **Email Address** on file at your physician's office. Contact them to make that change.



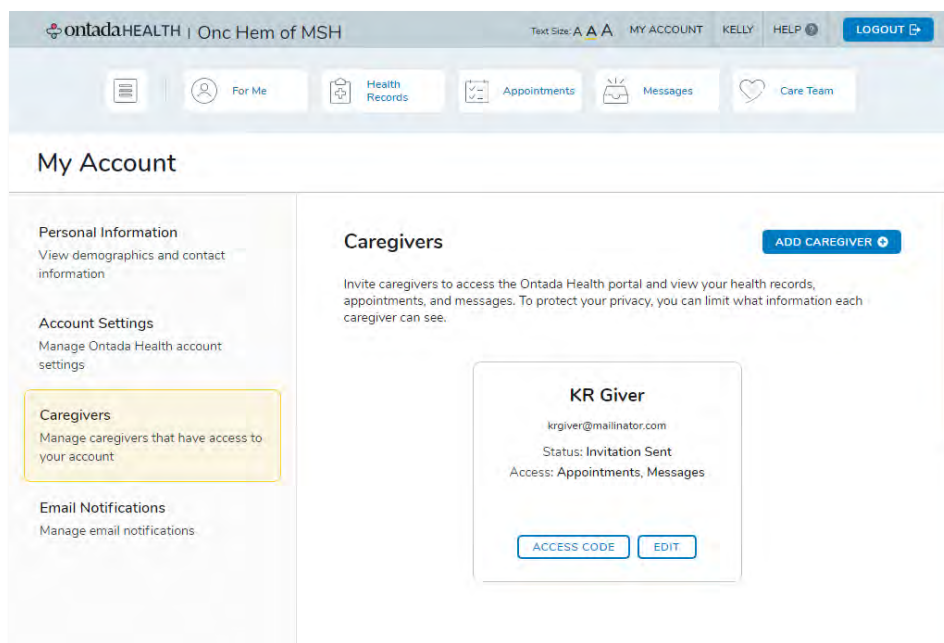
The screenshot shows the 'My Account' page of the Ontada Health portal. The top navigation bar includes the Ontada Health logo, the user's name 'Onc Hem of MSH', text size controls, and links for 'MY ACCOUNT', 'KELLY', 'HELP', and 'LOGOUT'. Below the navigation bar is a row of icons for 'For Me', 'Health Records', 'Appointments', 'Messages', and 'Care Team'. The main content area is titled 'My Account' and features a sidebar on the left with four sections: 'Personal Information' (highlighted with a yellow border), 'Account Settings', 'Caregivers', and 'Email Notifications'. The 'Personal Information' section is expanded, showing 'Demographics' and 'Contact Information'. The 'Demographics' section includes fields for Name (Nicholson, Kelly), Sex at Birth (Male), Date Of Birth (12/12/1992), Race (BLACK OR AFRICAN AMERICAN), Ethnicity (HISPANIC OR LATINO), Smoking Status (Current every day smoker), and Language (English). The 'Contact Information' section includes fields for Home Address (Address line 1, Home city, SC 32456) and Home Phone Number ((239) 287-2045).

Personal Information	
Demographics	
Name	Nicholson, Kelly
Sex at Birth	Male
Date Of Birth	12/12/1992
Race	BLACK OR AFRICAN AMERICAN
Ethnicity	HISPANIC OR LATINO
Smoking Status	Current every day smoker
Language	English
Contact Information	
Home Address	Address line 1 Home city, SC 32456
Home Phone Number	(239) 287-2045

Add a Caregiver

At My Account > Caregivers, invite your caregivers to access your health records, appointments, and messages. You set their permission so that they see only what you want them to.

To invite a caregiver, click **ADD CAREGIVER** and follow the prompts.



FAQ

I'm transferring practices, how do I create a new Ontada Health account?

If you are transferring to a new practice, your Ontada Health account doesn't automatically transfer and follow you to your new practice. You will need to create an account with your new practice, even if you are seeing the same provider.

You have two choices:

1. **Keep your old account and create a new one with a second email address**

The email address you use for your existing Ontada Health account can't be used to create your new account. If you have a second email address, your new practice can create your new portal account. This way you can still access medical history in your old account.

2. **Close the old account and create a new one.**

To close your account and create a new one, you will need to call Ontada Health Support. Let them know you are transferring practices and you would like to use the email address from your existing account with your new practice. Practice staff will not be able to assist in closing your account.

If you would like to save information from your old practice, please download your records before calling Support. After your information is transferred into the new practice account, you will be unable to access your medical history from your old practice.

Who do I contact for enrollment assistance?

For enrollment assistance, please call Ontada Health Support at 1-855-887-6788 (toll free), Monday through Friday from 9 a.m. to 5 p.m. EST.