

# Ontario Health eForms - Clinician User Guide

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The Ontario Health eForms platform was created under the Patients Before Paperwork (Pb4P) initiative to reduce administrative burden on clinicians, streamline processes, eliminate redundancy, enhance efficiency and provide faster service to patients. By digitizing administrative forms, the platform enables clinicians to submit them electronically directly to the recipients. The provincial release will offer several forms on the platform, with more to be added as it develops.

This guide provides an overview of how clinicians can submit digital forms and related documents.


## Accessing Ontario Health eForms

A ONE® ID account is required to access the Ontario Health eForms platform. Authorized form senders, such as clinicians, administrative assistants or any individual approved by the clinician, can launch the platform in three ways:

- Directly from the patient record in their Electronic Medical Record (EMR)
- Through the ONE Health portal
- By selecting the eForms link provided in an email notification

**Note:** The eForms dashboard view is always specific to the selected patient at launch.

## Accept Terms of Use



# Ontario Health

## TERMS OF USE - EFORMS

be determined to be invalid or unenforceable under any law, rule or regulation, that determination will not affect the validity or enforceability of any other provisions of the Terms of Service. The waiver or failure of Ontario Health to exercise in any respect any right provided for in these Terms of Service shall not be deemed a waiver of any further right or remedy available to Ontario Health hereunder.

By clicking "I ACCEPT" at the bottom of this Agreement you acknowledge that you have read and understand the Terms of Service as applicable to you.

Please PRINT a copy of these Terms of Service to ensure that you have a record of the manner in which you may use this Solution.

I Accept

Decline

Figure 1: eForms Terms of Use.

To access Ontario Health eForms, the user must accept the Terms of Use. Once accepted, the user is taken to the eForms Dashboard associated with the patient (see Figure 2).

## Dashboard

Ontario Health eForms

Patient: Ronald Jordan | HCN: 9818 205 288

EN FR ?











Dashboard

Submit New Form

Info

### Dashboard

Filter and Search

TITLE	RECIPIENT	DATE/TIME SUBMITTED	STATUS	ACTIONS
MLTC Health Assessment Form	Ontario Health atHome Central East		Request for info	 
MLTC Health Assessment Form			Draft	 
MLTC Health Assessment Form	Ontario Health atHome Central East	Oct 27, 2025, 11:35 AM	Processed	
ITO Mandatory Report			Deleted	
ITO Mandatory Report	Ministry of Transportation	Oct 23, 2025, 10:51 AM	Submitted	
MLTC Health Assessment Form	Ontario Health atHome Central East	Oct 23, 2025, 10:50 AM	Completed	
MLTC Health Assessment Form	Ontario Health atHome Central East	Oct 23, 2025, 10:50 AM	Completed	
MLTC Health Assessment Form			Deleted	
MLTC Health Assessment Form	Ontario Health atHome Central East		Revoked	
MLTC Health Assessment Form	Ontario Health atHome Central East		Completed	

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Privacy of Term of Use of

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Figure 2: eForms Dashboard listing all forms for the patient.

The Dashboard page displays all forms submitted for the patient through eForms, including saved drafts, provided they were submitted or saved under the same health information custodian's authority. For details about each form's status, see the [Form Status](#) section. Clinicians can filter and search forms by date, status, or by keywords such as form name or recipient, as well as review or update prior submissions in response to requests for information.

Navigation options for browsing multiple pages and adjusting the number of rows displayed are available at the bottom of the dashboard.

## Select and Submit New Form

The screenshot displays the 'Submit New Form' interface. At the top, the header includes the Ontario Health eForms logo, patient information (Alex Drenon | HCN: 8818 305 396), and language options (EN, FR). A sidebar on the left contains navigation links: Dashboard, Submit New Form (highlighted), and Info. The main content area is titled 'Submit New Form' with the instruction 'Search and select the form you need'. It features a search bar labeled 'Search forms by name or type...' and filter buttons for 'All Forms', 'HAF', and 'MTO'. Below the search bar, it states '4 forms found' and lists the following forms:

- Health Assessment Form** (HAF): Assessment of a long-term care applicant's health and medical care requirement. [Select and Continue]
- MTO Driver Medical Report** (MTO): Ministry of Transportation commercial and non-commercial driver medical form. [Select and Continue]
- MTO Mandatory Report** (MTO): Ministry of Transportation mandatory medical form. [Select and Continue]
- MTO Medical Condition Specific Report** (MTO): Ministry of Transportation requesting medical form. [Select and Continue]

At the bottom, there are links for Privacy, Terms of Use, and Feedback, along with the Ontario Health logo.

Figure 3: 'Select new forms' page.

The user can initiate a new submission by selecting 'Submit New Form' and choosing a form from the provided list. Alternatively, the clinician can find a form by either typing the form name in the search bar or by selecting one of the tags (MLTC, MTO) next to the search bar to locate forms specific to a Ministry.

## Complete Form Submission

The screenshot displays the Ontario Health eForms interface. At the top, the patient's name 'Ronaldo Jackson' and HCN '8818 305 388' are shown. The main form is titled 'MLTC Health Assessment Form' and is in 'Draft' status. The form is divided into sections: 'Ontario Health atHome Information' (to be completed by the designated Placement co-ordinator), 'PLEASE REVIEW FIRST - Status of Assessment' (with radio buttons for 'Initial Assessment' and 'Reassessment'), and 'Applicant's Information'. The 'Applicant's Information' section includes fields for Last Name (Jackson), First Name (Ronaldo), Middle Initial (Type a value), Date of Birth (yyyy/mm/dd), Health card number, Version Code, and Expiry Date (yyyy/mm/dd). The form also includes a 'Return completed form to:' section for Local Ontario Health atHome Office and Fax Number. The interface includes a sidebar with 'Dashboard', 'Submit New Form', and 'Info' options, and a top navigation bar with 'Form', 'Messages', and 'History' tabs. The status bar at the top right shows 'Save', 'Delete', and 'Submit' buttons.

Figure 4: Sample of digitized form via Ontario Health eForms platform.

When a new form opens, both the patient's and the clinician's demographic details autofill. Some fields offer predefined options for selection.

To proceed with completing the form, the clinician can:

- Enter the required clinical information.
- Update the patient's demographic information, if necessary. (**Note:** Any changes made to demographics will only apply to the current form and will not be retained for other forms)
- Attach files from their computer to the form, if applicable.

**Note:**

- Make sure that the correct documents are attached for the patient before submitting the form to avoid mismatches.
- The maximum file size and attachment limits vary by form type and are determined in collaboration with each form owner. For example, the MTO forms currently allow up to 2.5 megabytes per submission.
- Ontario Health recommends deleting all locally saved files after they have been uploaded.

Submit Form

Return Completed Form to:

Local Ontario Health at Home Office \*

Central East

If there are any issues with this submission, you will be notified by email at this email address:

benazeer.khan@ontariohealth.ca

[Use a different email for this submission](#)

The email address above was provided when you registered with your ONE ID account and can be edited for this specific submission. To change the email address associated for all form submissions, please review the User Guide.

Note to Recipient (Optional):

Enter a note...

Cancel Submit

Figure 5: Sample of pop-up window specific to the form submission.

After completing the form and selecting the 'Submit' button, a window will appear for additional details specific to the submission.

- For Health Assessment Forms (HAF), the user must select the local Ontario Health atHome office as the recipient (see example in Figure 5).
- For other forms, the user can confirm patient consent.
- The user can also update their communication email address.

Once successfully submitted, a confirmation message will appear. The user is then redirected to the Dashboard, where the submitted form will be listed with a "Submitted" status, including its title, recipient and the date/time of submission.

## Respond to Request for Info (RFI)

The screenshot shows the Ontario Health eForms interface for the MLTC Health Assessment Form. The patient is Ronaldo Jackson (HCN: 8818 305 388). The form status is 'Request for Info'. The interface includes tabs for Form, Messages, and History. The Messages tab is active, showing a table of communications.

DATE / TIME	FROM	MESSAGE
Oct 15, 2025, 11:18 AM	Client Test, eHealth Ontario	form submission for a new patient
Oct 15, 2025, 11:20 AM	Client Test, Central East LHIN	To confirm if this is initial assessment or reassessment submission.

Navigation: 1 of 1 page

Figure 6: Form status in RFI.

The Request for Information feature allows clinicians and recipients to communicate directly about a submitted form. When a recipient messages about a submission, the clinician gets an email with a link to access the form.

The clinician can:

- Revise and resubmit the form as needed using the **'Form'** tab.
- Respond to messages in the **'Message'** tab by selecting the 'Submit' button and entering a response in the popup box.
- View the form submission history and all status changes in the **'History'** tab.
- Revoke the form if it is no longer required.

## Revoke form

The screenshot shows the 'MLTC Health Assessment Form' interface. At the top right, there is a 'STATUS' section with 'Request for Info' and a 'Revoke' button highlighted with a red box. The form itself is titled 'Ontario Ministry of Long-Term Care' and 'Health Assessment - Ontario Health atHome'. It includes a 'Fee Code' field with 'K038' and a section for 'Ontario Health atHome Information' with fields for Last Name, First Name, Telephone Number, and Fax Number. The status 'Request for Info' is indicated in red text.

Figure 7: 'Revoke' button at the top of the form.

A clinician can revoke a form that is in RFI status by selecting the 'Revoke' button. **Note:** The revoke button is only available for Health Assessment forms.

The screenshot shows the same 'MLTC Health Assessment Form' interface, but with a confirmation dialog box open. The dialog box is titled 'Revoke' and contains the text: 'Are you sure you want to revoke? This action can not be undone.' There are two buttons: 'Cancel' and 'Revoke'. The background form is dimmed.

Figure 8: Prompt to confirm revoking a form.

Upon selecting 'Revoke' to confirm the action:

- The form's status updates to 'Revoked' and the form is no longer visible to the recipient.
- The clinician retains access to the revoked form, including any related messages, its history, and can download the form.

## Draft Form

The screenshot shows the 'Ontario Health eForms' interface. At the top, the patient is identified as 'Patient: Ronaldo Jackson | HCN: 8818 305 388'. The main header displays 'MLTC Health Assessment Form' with a 'STATUS: Draft' indicator. Below this, there are buttons for 'Save', 'Delete', and 'Submit'. The form content includes the Ontario logo, 'Ministry of Long-Term Care', and 'Health Assessment - Ontario Health atHome'. It mentions the 'Fixing Long-Term Care Act, 2021' and provides a 'Fee Code: K038'. A section titled 'Ontario Health atHome Information' is marked for completion by the designated Placement co-ordinator. It includes contact information for the Ontario Health atHome contact, with fields for Last Name, First Name, Telephone Number, and ext. There is also a field for the Fax Number. The footer contains links for 'Privacy' and 'Term of Use', and a copyright notice for Ontario Health 2025.

Figure 9: Draft 'Save' button.

Clinicians can save forms as drafts by using the 'Save' button and return later to finish or submit them. Drafts are accessible from the Dashboard and are retained for 30 days after their last update.

## eForms Header

The screenshot shows the eForms header. It includes a patient details box with 'Patient: Wesley Casey | HCN: 8818 305 420'. To the right are language selection buttons for 'EN' and 'FR', a help icon (?), and a user icon (person). Below the user icon is a dropdown menu showing 'CLIENT.TEST712@ONEID.ON.CA' and 'eHealth Ontario'. On the left, there is a large blue button labeled 'Submit New Form'.

Figure 10: Header displaying Account Information, patient details, language selection and contact us icons.

The platform header displays patient details, lets users switch between English and French languages, access their account information using the user icon.

This screenshot is similar to Figure 10, showing the eForms header. However, the dropdown menu for the user icon is different, displaying a telephone icon and the text 'Contact Us'.

Figure 11: Header 'Contact Us' icon dropdown.



The user can also click the question mark icon to contact Ontario Health support team.

## Info icon

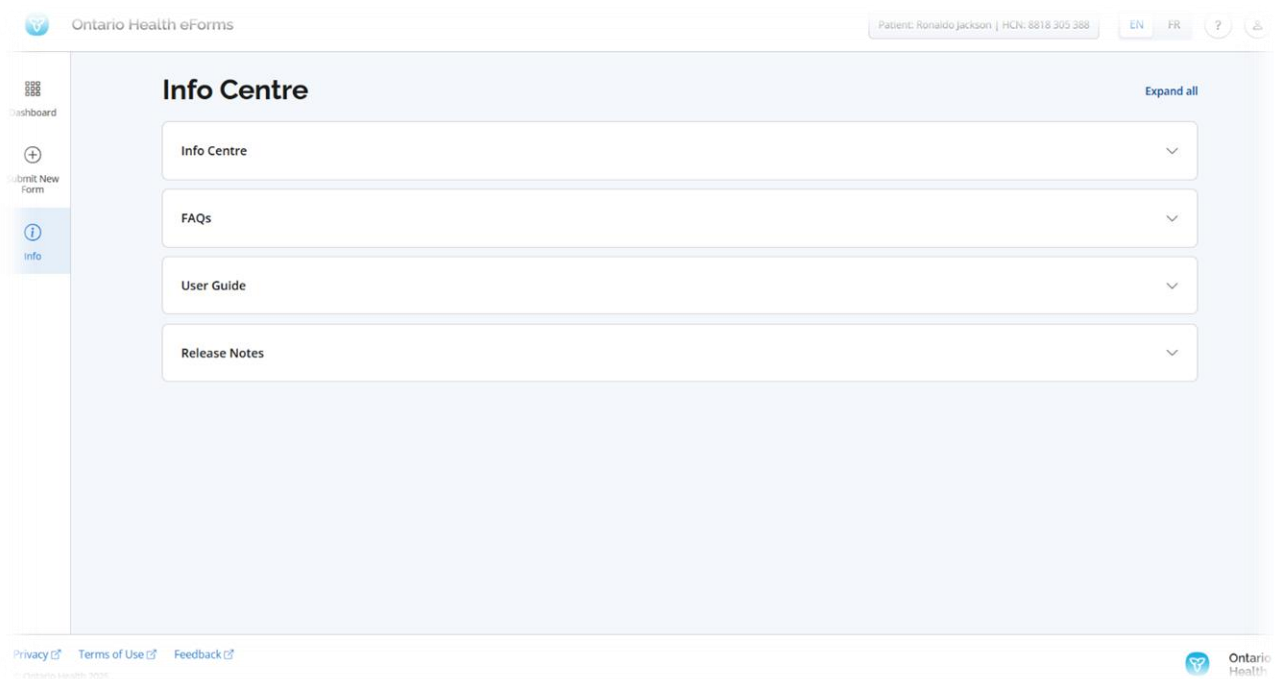


Figure 12: Info Centre page.

Select the Info icon in the left navigation bar to open the Information Center, where you can access an overview of OH eForms, FAQs, the user guide and Release Notes. Choose an item to see more details.

## Form Retention Policy

Retention periods vary by form type and state. Timelines start from the most recent state change date.

Form State	HAF	MTO Forms
Completed	30 days from the last state transition	12 months from the last state transition
Revoked	30 days from the last state transition	Not applicable
Error	Not applicable	30 days from the last state transition
Submitted	12 months from the last state transition	12 months from the last state transition
Processed	12 months from the last state transition	12 months from the last state transition
RFI	12 months from the last state transition	Not applicable
Draft	30 days from the most recent update	30 days from the most recent update

## Form Status

- **Submitted:** A form newly submitted to the recipient
- **Request for Info (RFI):** The recipient needs more details from a clinician. The form cannot be processed until the clinician provides the additional information.
- **Processed:** The form has been reviewed and marked as 'Processed' using the 'Processed' button. After this, the recipient can update the status to 'Completed.'
- **Revoked:** A form that is cancelled or withdrawn by the clinician and no longer available to the recipient.
- **Completed:** This indicates the recipient has finished processing the request, and the form cannot be modified, revoked, or deleted.
- **Draft:** A form started and saved by the clinician but not submitted to the recipient.
- **Deleted:** The form has been removed from the active workflow and will not be processed further. Deletion is permitted only for forms that are in RFI or Draft status.

## One Health Access User Guide

Please review the user guide for instructions on using ONE Health Access. For more information, visit the <https://help.accessonehealth.ca/>

## Contact Information

For any questions, concerns or support, users can email the Ontario Health eForms general mailbox at [OHeForms@ontariohealth.ca](mailto:OHeForms@ontariohealth.ca).

For any issues related to logging in, multifactor authentication, or accessing the OH eForms platform via ONE™ID, please call ONE™ID Support at 1-866-250-1554 or send an email to [servicedesk@ehealthontario.on.ca](mailto:servicedesk@ehealthontario.on.ca).

## ONE™ID Support

Please visit the ONE™ID Registration Community site to review the Support Documents section, where you will find the most up-to-date documentation on ONE™ID processes. You may also use the link below to access the following resources:

<https://ehealthontario.on.ca/en/support/article/one-id-registration-community>

- Local Registration Authority Procedures Manual
- Local Registration Authority User Guide
- Registrant Reference Guide

## Appendix:

### Digital Form Library

Ontario Health eForms currently offers the following digital forms for use:

1. Ministry of Long-Term Care Health Assessment Form (HAF)
2. Ministry of Transportation:
  - a. Medical Condition Report (MTO Mandatory Reporting)
  - b. Driver Medical Report, including:
    - i. Commercial Driver Medical
    - ii. Non-Commercial Driver Medical
  - c. Medical Condition Specific Report, including:
    - i. Cardiovascular Form
    - ii. Cerebrovascular Form
    - iii. Cognitive Form
    - iv. Seizure Form
    - v. Mental Health Assessment Form
    - vi. Other Condition Form
    - vii. Diabetes Form
    - viii. Substance Form