Ontario Health Workforce Matching Portal - Training Guide For Health Care Providers
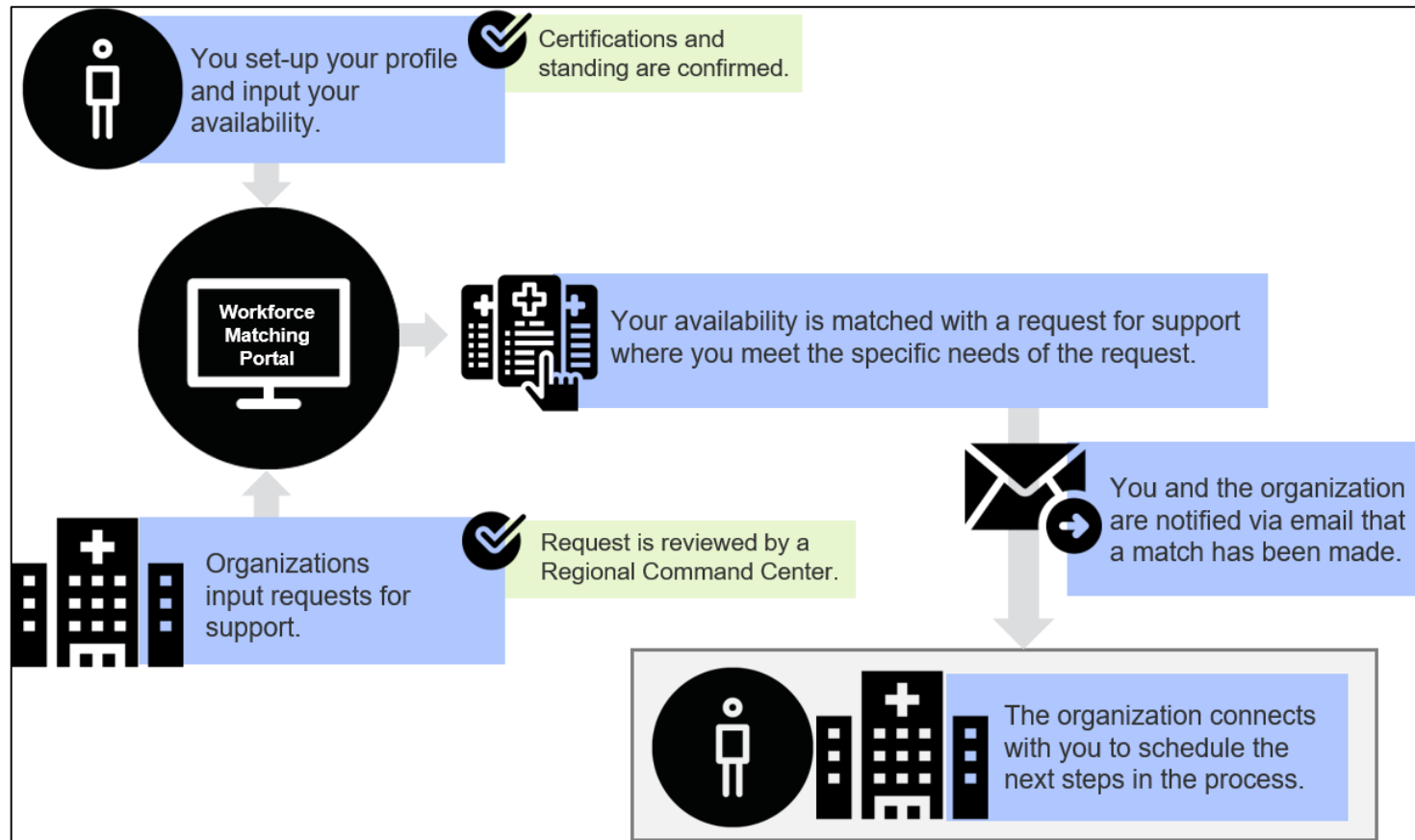
A portal to match health care providers like you with organizations across Ontario where your support is needed.

Ontario

Matching healthcare providers like you, who may have availability, with positions across Ontario where your support is needed is critical for our health care system to continue to deliver necessary care in the midst of the COVID-19 crisis.

Here's how the Ontario Health Workforce Matching Portal works...

You set-up your profile and input your availability.

Certifications and standing are confirmed.

Workforce Matching Portal

Your availability is matched with a request for support where you meet the specific needs of the request.

You and the organization are notified via email that a match has been made.

Organizations input requests for support.

Request is reviewed by a Regional Command Center.

The organization connects with you to schedule the next steps in the process.

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The purpose of the Ontario Health Workforce Matching Portal:

▪ Connect health care providers like you, who may have availability, with organizations in need of support.

▪ The matching portal is intended to make that first connection between organizations in need of support and health care providers with availability to provide support. Once a match has been made, the organization is responsible for reaching out to the available health care provider to arrange next steps in the process and discuss details of the assignment, including onboarding, scheduling shifts, payment etc.

What the Ontario Health Workforce Matching Portal does not do:

▪ Schedule shifts
▪ Arrange onboarding
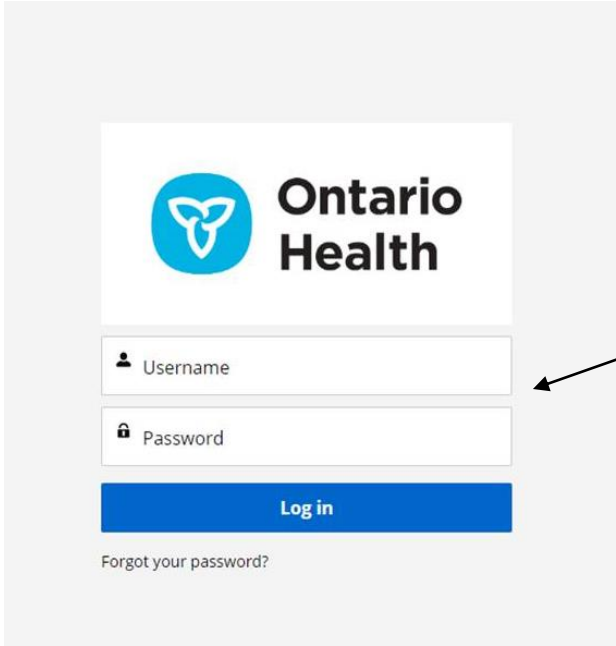▪ Coordinate payment for service rendered

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There are two ways to access the portal:

1. If you received a link to login via email you will be brought directly to a sign-in page.

If accessing the portal this way skip ahead to login on page 10.

OR

2. If you did not receive a link to login via email, you will need to register your information in order to access the portal.

Log-in using the credentials provided

Individuals - I want to help

If you are a health professional or have experience in fields that support the healthcare system and would like to volunteer time to alleviate the strain put on healthcare systems by the current COVID-19 outbreak. Please register by clicking on the Register button. If you have already registered, log in to update your availabilities.

Healthcare Institution - I need resources

If you are a representative of a healthcare facility located in the province of Ontario and would like to request help and be matched with available resources for additional worker support, create an account by clicking on Register. If you already have an account, log in to post a request or modify your information.

Select Register

Register

Register

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Select the option that best describes you and click "Register".

Choose the option that best decribes your healthcare experience :

Regulated Health Professionals	Other Health Professionals	Professionals in Training	Volunteers
Health professionals that are regulated under the Regulated Health Professions Act, 1991, the Social Work and Social Service Work Act, 1998, the Ambulance Act and the Fire Protection and Prevention Act, 1997.	Health professionals that are not regulated by statute e.g., personal support workers and physician assistants.	Learners who have begun, but not yet completed, professional training.	All other individuals interested in volunteering. In particular there is need for individuals with key skills, such as infection prevention and control by cleaning and disinfecting areas as needed.
Register	Register	Register	Register

Select Register

Setting up your profile

Ontario

Complete the registration form by filling out the fields indicated and making the appropriate selections from the drop-down menus.

Professional Registration Form

Contact information

Salutation	Choose one...	First Name *	First Name
Middle Name	Middle Name	Last Name *	Last Name
Email *	Email	Phone *	Phone Number
Mobile Phone	Mobile Phone		
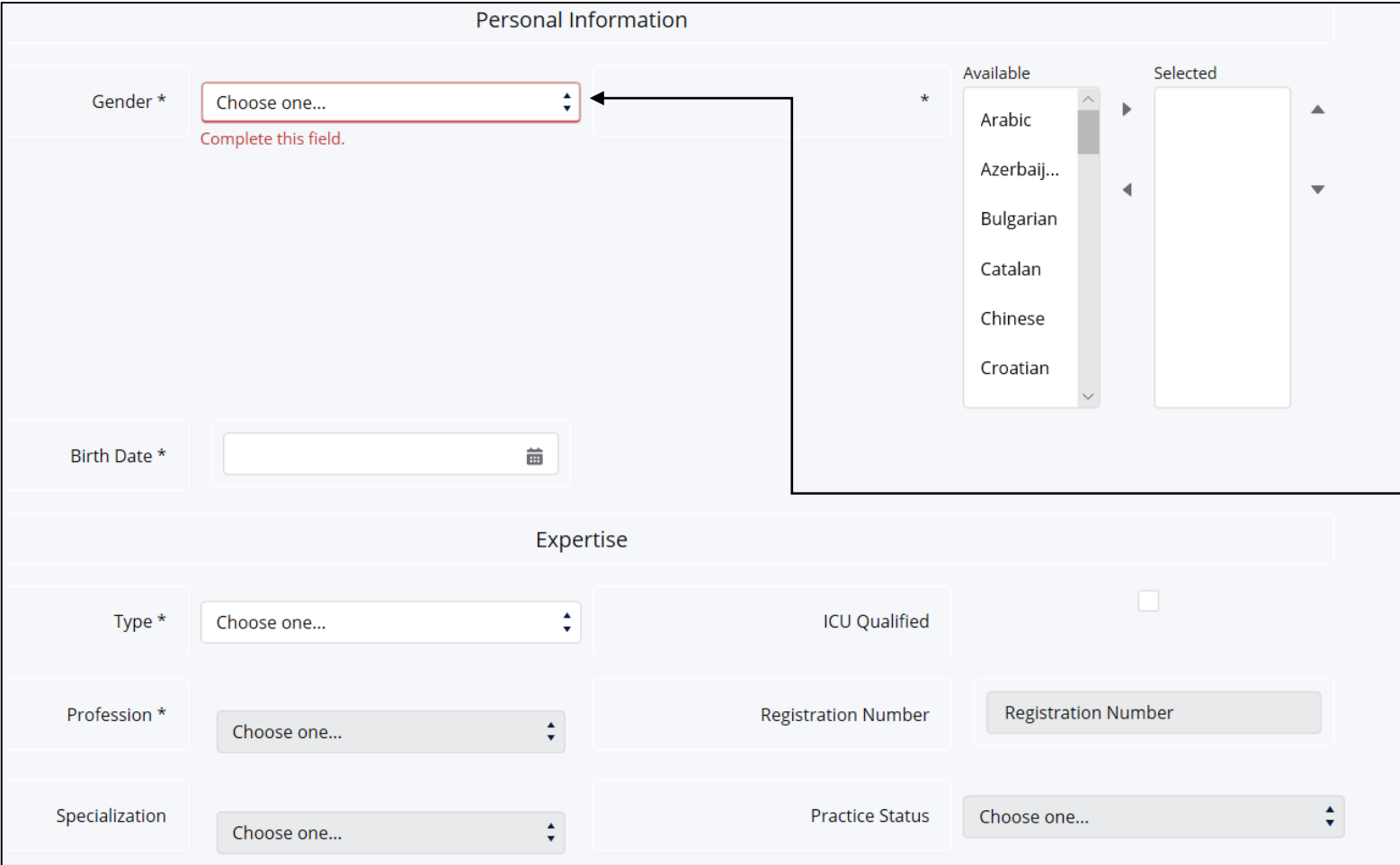
Address

Address	Street Address	City	City
Postal Code	Postal Code		

Fields marked with an asterisks must be filled out to proceed

Click arrows to open up drop-down menu and make the selection that best suits you

Setting up your profile

Complete the registration form by filling out the fields indicated and making selections from the drop-down menus.

Fields marked with an asterisks must be filled out to proceed

Ontario

Submit your completed registration form.

COVID-19

COVID-19 Status *   Choose one...

Legal Disclaimer

The aim and purpose of the COVID-19 Matching Portal is to assist healthcare institutions locate service providers who are available to meet their service needs during the COVID-19 outbreak. While we aim to provide relevant and timely information, no guarantee can be given as to the accuracy or completeness of any information provided by the service. This service is for informational purposes only. It is neither intended to nor able to provide legal advice and should not be relied upon or treated as legal advice. The Government of Ontario and the people working on its behalf shall not be responsible for any loss or damage of any kind arising directly or indirectly from the use of this service including, without limitation, reliance on the completeness or accuracy of the information provided.
Ontario Health will collect and use my personal information on this registration form as necessary for the purpose of assessing my eligibility to participate in any government related efforts to support health human resources related to COVID-19. The Ministry and/or Ontario Health may disclose my personal information on my registration form to Regulatory Colleges for the purpose of assessing my eligibility to participate in and receive payment for the government-funded COVID-19 Health Care Provider Recruitment Program.

* ✔   I consent to such collection, use and disclosure of this information

Submit

2. Submit your completed registration form

1. Read and accept the terms

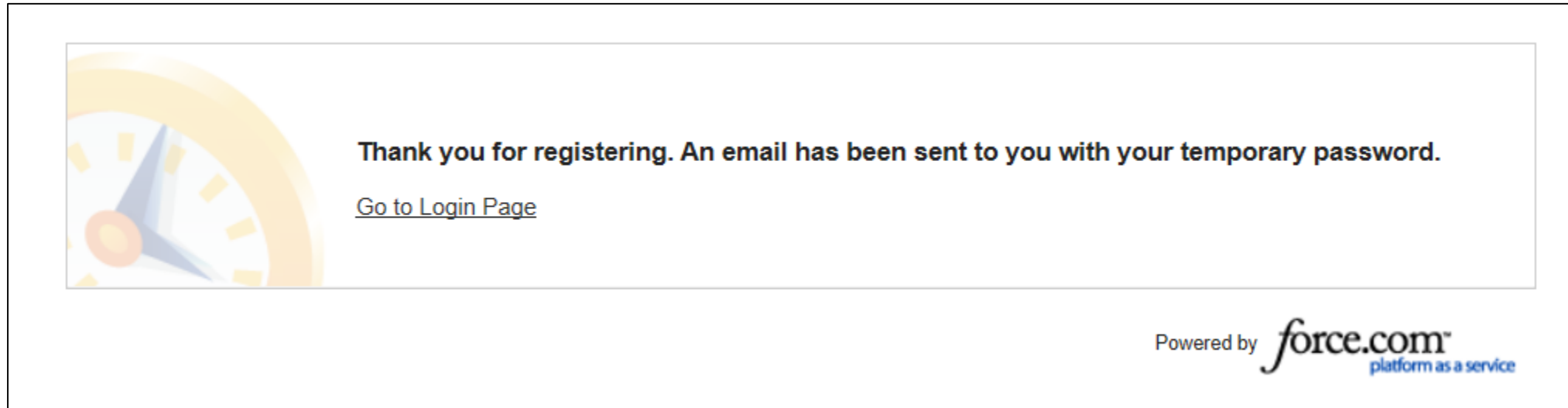**Error** ✕
Please review all the errors below.
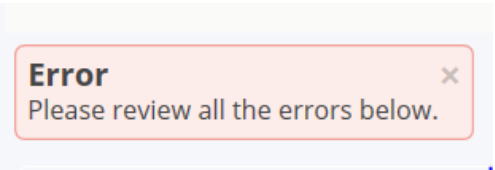
If you receive an error message when submitting your registration form review your selections and ensure that you have completed all of the required sections (i.e. marked with an asterisks)
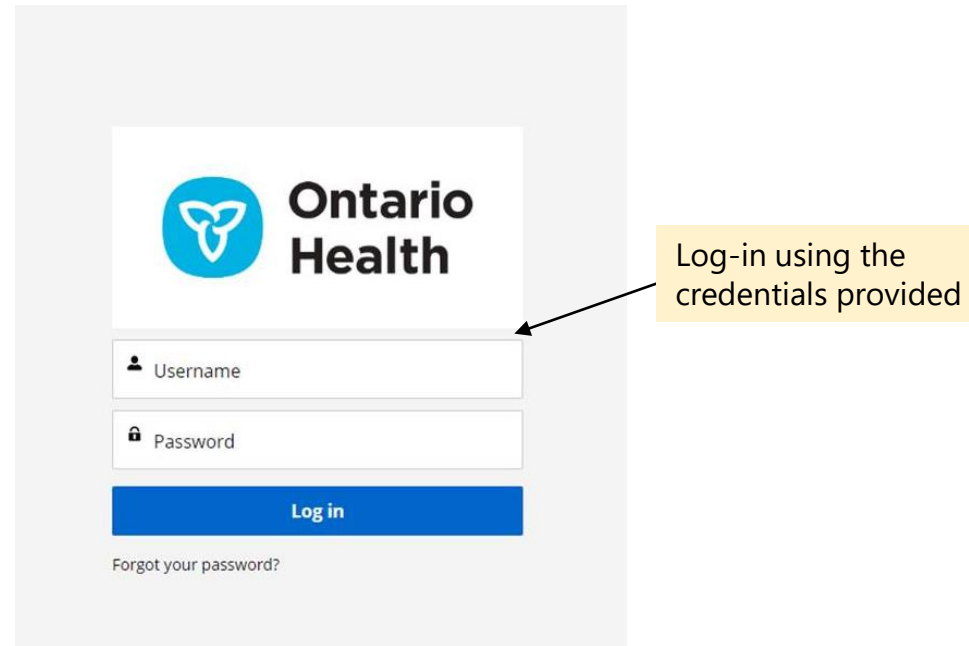
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Setting up your profile

You should receive an email with your username and temporary password. Please be sure to check your spam/junk folders if you do not see the email in your inbox.

For support contact the Ontario Public Service (OPS) IT Service Desk at 1-888-677-4873 or 416-246-7171. Once you hear "You have reached the OPS IT Service Desk" enter prompt code 011 on your phone.

Thank you for registering. An email has been sent to you with your temporary password.

Go to Login Page

Powered by *force.com* platform as a service

How to login

Login using the credentials sent to you via email.

Log-in using the credentials provided

The URL for the Ontario Health Workforce Matching Portal is: www.onhealthworkforcematching.ca

If you need to reset your user name and password follow the instructions in the Appendix

For support contact the Ontario Public Service (OPS) IT Service Desk at 1-888-677-4873 or 416-246-7171. Once you hear "You have reached the OPS IT Service Desk" enter prompt code 011 on your phone.

Select Account Information to begin filling out and/or verifying your information.

WELCOME TO YOUR PORTAL!

This portal is being used to match individuals like you to positions and opportunities which meet specific needs across the province related to the COVID-19 outbreak. On this portal, we are asking you to provide us with information about where and when you might be available to provide service by creating a profile including your availability.

Once you create and submit a profile, a member of your regional office will match your profile with a position or opportunity to provide service called an open service request. As soon as a match has been approved for you, you will be notified via email. A representative from the organization that you have matched with will contact you shortly thereafter to schedule the next steps in the process.

Please note that you will be solely responsible for ensuring that you meet any and all requirements related to the matched position (including any applicable registration with the relevant Ontario Health Regulatory College, vulnerable sector records checks, etc.).

Please update your Availability status to **Unavailable** if the match is successful.

MY AVAILABILITY

NEW AVAILABILITY

ACCOUNT INFORMATION

INFORMATION

Go to Account Information to verify your details

Updating your profile with your information

Update your profile with your information to ensure the best match with a request for support.

Click arrows to open up drop-down menu and make the selection that best suits you

Updating your profile with your information

Update your profile with your information to ensure the best match with a request for support.

Use the slide arrows to move information between columns

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Update your profile with your information to ensure the best match with a request for support.

Additional Information

Gender

Female

Languages Spoken

Available   Chosen

Arabic   ▶   English

Azerbaijani   French

◀

Bulgarian   Greek

Catalan

*Birthdate

1962-04-25

Address Information

Address

Shipping Street

45 Front St

Cancel   **Save**

Click save when you are finished entering your information

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Updating your profile with your information

Update your profile with your information to ensure the best match with a request for support.

You can edit your profile at any time

Submitting your availability

Enter your availability by selecting "New Availability".

Click "New Availability"

Submitting your availability

Input the details of your availability by filling out the necessary fields. Scroll down to complete the entire form.

New Availability

Availability Status: **Available**

Click arrows to open up drop-down menu and make the selection that best suits you

* Contact: **Theresa Cassidy**

Close Reason: **--None--**

Close Details:

Sector

Available:
- Acute Care
- Long-Term C...
- Medical Lab...
- Primary Care

Chosen:
- Hospital
- Home and Com...

Use the slide arrows to move information between columns

Type: **Regulated Health Professional**

Practice Status: **--None--**

Submitting your availability

Input the details of your availability by filling out the necessary fields.

Availability

Fully Available ⓘ

Only choose "Fully Available" if you really have no restrictions on your availability

* Region

Available		Chosen
Toronto Region	▶	East Region
Central Region		
North Region	◀	
West Region		

Use the slide arrows indicate the regions you are available to provide support in

Availability

Available		Chosen
Tuesday Ove...	▶	Tuesday Evenin...
Monday Mor...		Monday Evenin...
Monday Afte...	◀	
Monday Ove...		

Relocation Possible

Only choose "Relocation Possible" if you are willing to travel outside of the Regions you have chosen

Use the slide arrows indicate the days and time of day you are available

Additional Information ⓘ

[Availability]

Enter any additional details you think are relevant

[Create new]

Click "Create New" to submit

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Updating your availability

To update your availability navigate to the "My Availability" tab and choose the record that you want to edit.

Click "New Availability"

Click "My Availability"

Shows the updated availability status

Click on the number to open a record

*Note - If your availability changes (i.e. you become unavailable because you have been successfully matched or you become unavailable for other reasons) please update your profile as soon as possible.

Updating your availability

Once you've opened the record select "Edit" to make changes to the record or the pencil icon to change a specific field within the record.

Click to edit

Scroll down and click save when complete

Matching

Your availability has now been successfully submitted!

After you have submitted your availability the portal will match you with a request for support where you meet the specific requirements of the request. Once a match has been approved, you and the organization you have matched with will be notified via email. The organization you have matched with will contact you directly to arrange the next steps in the process.

If your availability changes (i.e. you become unavailable because you have been successfully matched or you become unavailable for other reasons) please update your profile as soon as possible.

For support contact the Ontario Public Service (OPS) IT Service Desk at 1-888-677-4873 or 416-246-7171. Once you hear "You have reached the OPS IT Service Desk" enter prompt code 011 on your phone.

Thank You

Thank you for everything that you are doing to help Ontario residents during this pandemic.

Your support is critical for our health care system to continue to deliver necessary care in the midst of the COVID-19 crisis.

Appendix – Resetting Your Password

How to reset your password
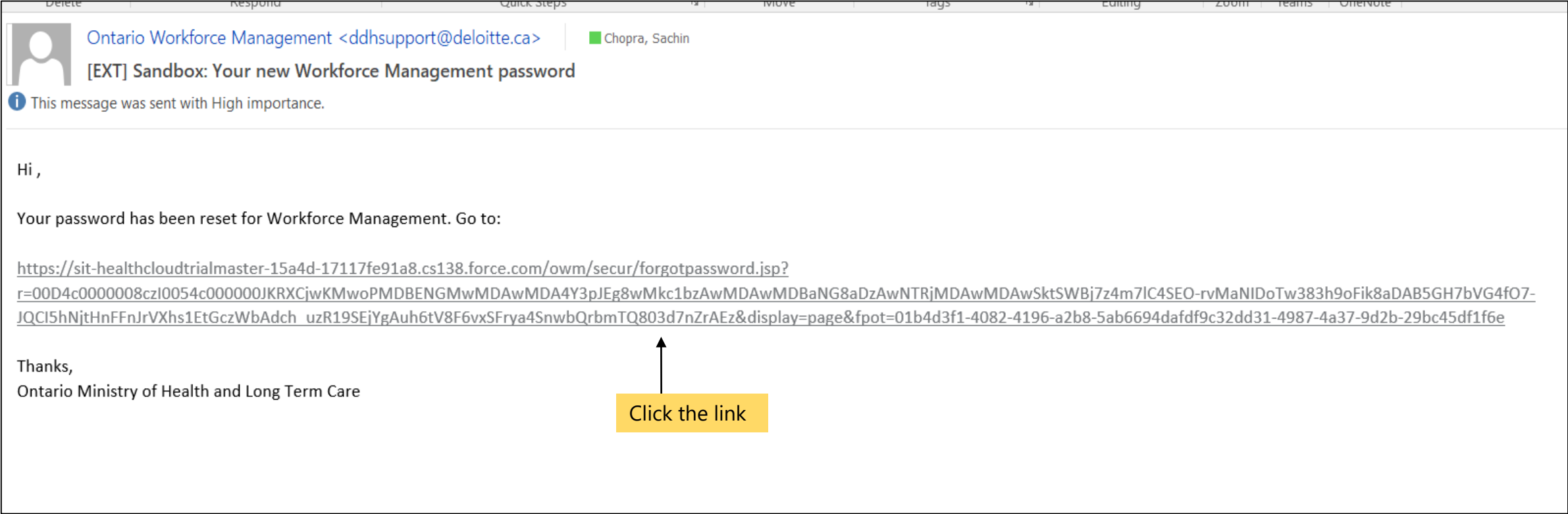
Reset your password by clicking "Forgot Password" on the log-in page. You'll then receive a link via email where you can reset your password.

Click "Forgot your password"

Click "Reset Password"

Enter your username

Follow the instructions sent via email to reset your password

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How to reset your password

Ontario
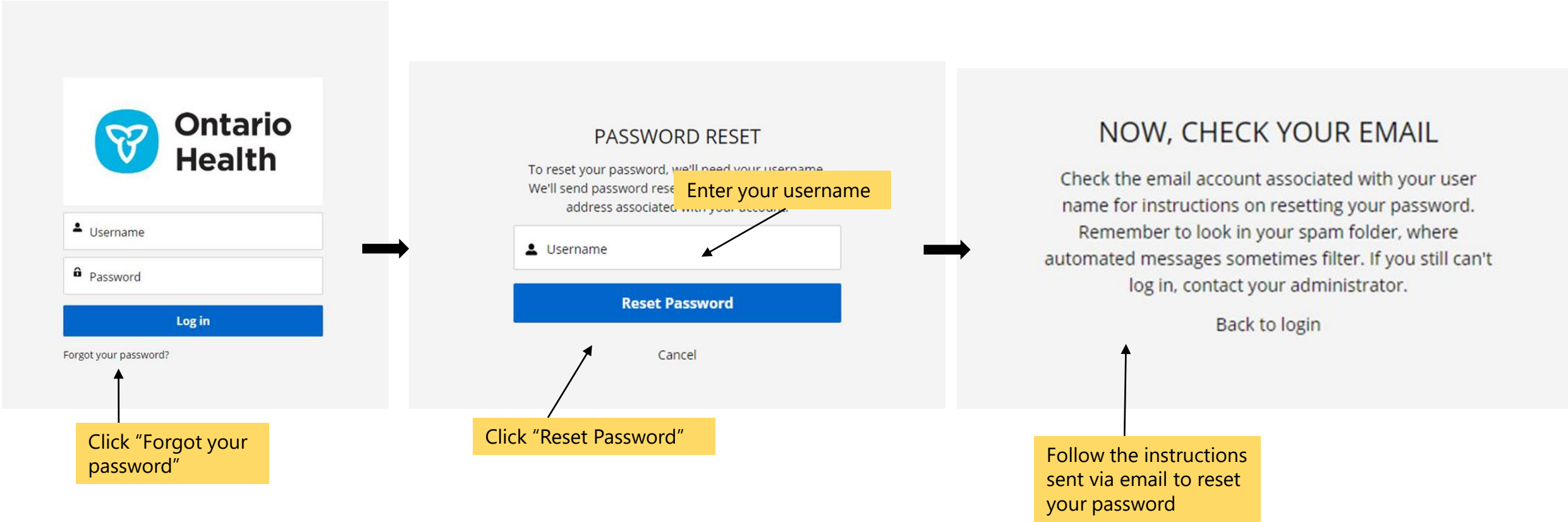
Click the link received via email to reset your password. Check you spam folder if you do not see the email in your inbox.

Ontario Workforce Management <ddhsupport@deloitte.ca>   ■ Chopra, Sachin

[EXT] Sandbox: Your new Workforce Management password

ⓘ This message was sent with High importance.

Hi ,

Your password has been reset for Workforce Management. Go to:

https://sit-healthcloudtrialmaster-15a4d-17117fe91a8.cs138.force.com/owm/secur/forgotpassword.jsp?
r=00D4c0000008czl0054c000000JKRXCjwKMwoPMDBENGMwMDAwMDA4Y3pJEg8wMkc1bzAwMDAwMDBaNG8aDzAwNTRjMDAwMDAwSktSWBj7z4m7lC4SEO-rvMaNIDoTw383h9oFik8aDAB5GH7bVG4fO7-
JQCI5hNjtHnFFnJrVXhs1EtGczWbAdch_uzR19SEjYgAuh6tV8F6vxSFrya4SnwbQrbmTQ803d7nZrAEz&display=page&fpot=01b4d3f1-4082-4196-a2b8-5ab6694dafdf9c32dd31-4987-4a37-9d2b-29bc45df1f6e

Thanks,
Ontario Ministry of Health and Long Term Care

Click the link

How to reset your password

Answer the security question, click continue and enter the new password you would like to use. You're password has now been successfully reset.

Answer the security question

Click continue

Enter the new password you would like to use

Click change password