

Ontario Matching Portal

TECHNICAL USER GUIDE FOR ORGANIZATIONS
MINISTRY OF HEALTH

Purpose

The purpose of this technical user guide is to provide Family Health Teams, primary care and other organizations details on how to navigate the Ontario Matching Portal (OMP).

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Overview

The Ontario Matching Portal (OMP) can help organizations, including FHTs and primary care to bolster health human resources (HHR) capacity for COVID-19 immunization clinics.

OMP is an online repository of unscreened individuals interested in pandemic-related roles, including registrants who signed up specifically to support vaccination efforts. OMP uses an algorithm to identify matches between organizations and registrants based on need for human resources support for vaccination efforts, registrant type (e.g., regulated health professional, non-health care professionals, etc.) and location.

The schematic below outlines how OMP can be leveraged as part of the recruitment process. It is important to note that the OMP is intended to make the first connection between organizations and registrants. Once a match has been made, organizations should reach out directly to the matched individual to arrange next steps in the recruitment process and discuss details of the assignment.

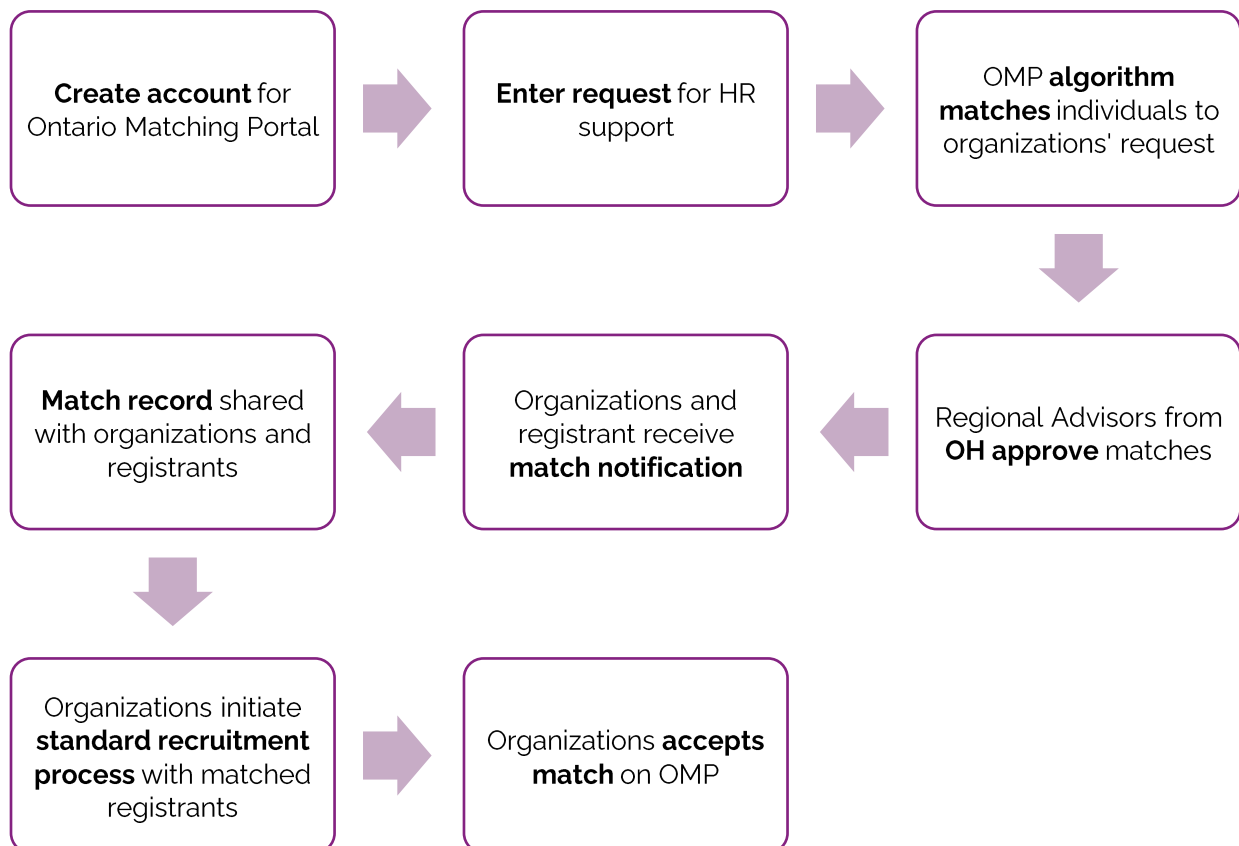


Figure 1: OMP Roadmap for Organizations

Creating an Account in the OMP

To begin creating your organization's profile, you can access the Portal at: www.onhealthworkforcematching.ca. Under the "Healthcare and Related Facilities" portion of the Welcome Page, select the "Register" button to view the Registration Page.

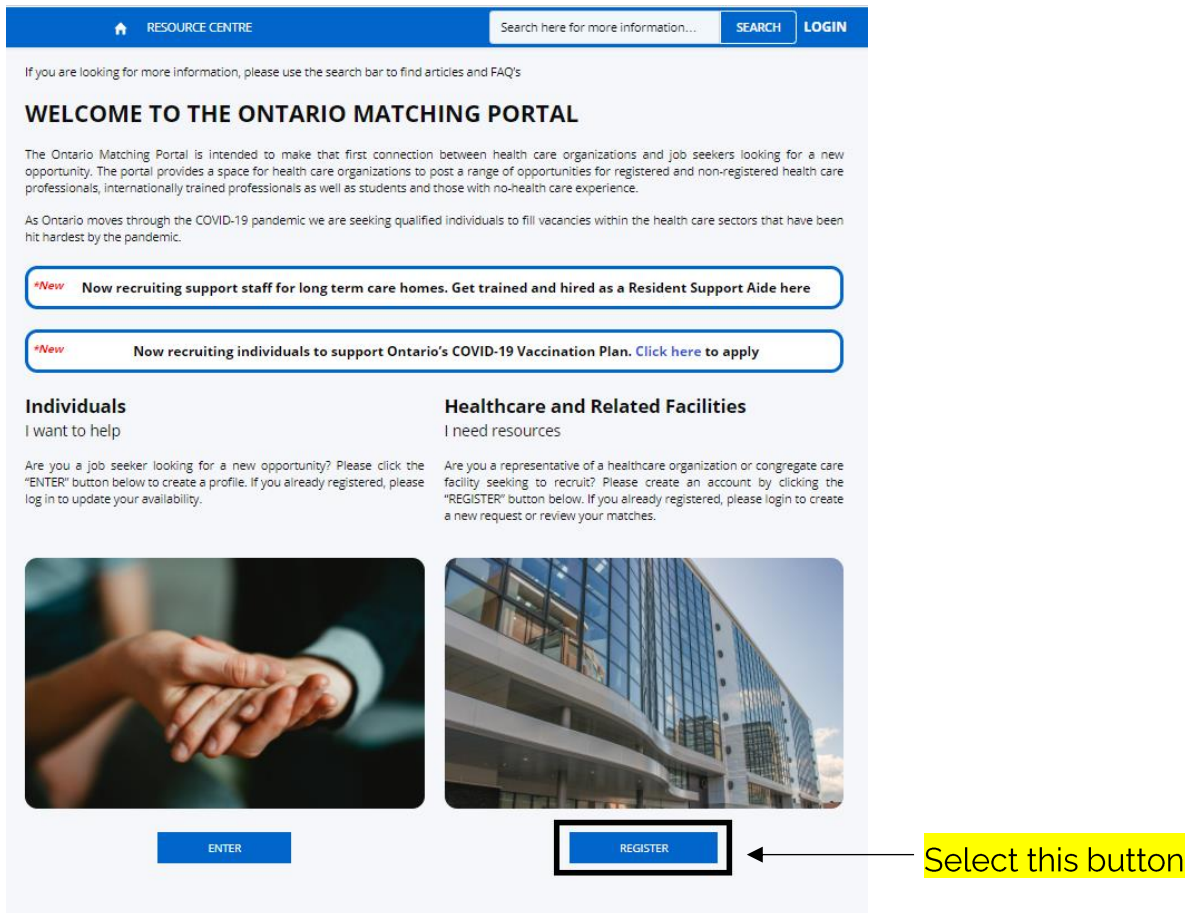


Figure 2: OMP Welcome Page

Once you enter the organization and facilities section of the portal you will be directed to the Health Care Registration Form.

Complete the registration form to create a profile for your organization on the portal. To successfully register, complete all the mandatory fields marked with an asterisk (*).

Once you submit your registration, you will receive an email with your organization's username and a link to login. Please be sure to check your spam and junk folders if you do not see the email in your inbox.

Health Care Institution Registration Form

Institution Information

Institution Official Name * Sector *

Address

Address * City *

Postal Code *

Contact Information

First Name * Last Name *

Title * Phone Number *

Email *

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

[Sign Up](#)

Choose one...
Choose one...
Acute Care/Hospital
Home and Community Care
Long-Term Care
Medical Laboratory
Mental Health & Addictions
Primary Care
Public Health Unit
Retirement Home
Telehealth

Click the arrows to open the drop-down menu and select "Primary Care"

Figure 3: Health Care Institution Registration Form

Quick Tips

- If your organization has multiple locations, please input the specific address that requires human resources to ensure a proper match to your location.
- It is most effective to enter the person leading organization recruitment efforts as the contact person on the registration form.

Entering a New Request

To initiate a new request, click the "New Request" at the top bar and complete the request form. Mandatory fields are marked with an asterisk (*).

The request form has been built with several fields to optimize the OMP algorithm. Below is a description of each of the fields in the request form.

- **Type**
 - Organizations can tailor requests by Type, depending on the skills needed for specific roles.
 - Request Types include non-health care professional, unregulated health professional, regulated health professional, professional in-training, internationally educated health professional, and Ontario Workforce Reserve for Senior Support.
 - The algorithm has been built to match you with the largest pool of professionals that fall within your type category.
 - A list of professions by type can be found in Appendix A.
- **Profession**
 - Organizations can request a specific profession and this will help OH with the match review and approval process.
 - This information is not used by the matching algorithm.
- **The Human Resources (HR) needed for COVID-19 Vaccine Plan**
 - Check the "HR needed for COVID-19 Vaccine Plan," to filter matches to those individuals who have expressed interest in supporting Ontario's Vaccination Plan.
- **Unique Characteristics of the Position**
 - If there are any details of the position you want to mention in your request, you can fill out this portion of the request form.
 - Details can include, but are not limited to, frequency of shifts, job competencies, and the scope of the position (e.g., data entry, administrative, vaccine immunizers).
 - This information is not used for the matching algorithm.
 - These details will help OH review and approve appropriate matches.
- **Acceptable Alternative Providers:**

- This information helps Ontario Health (OH) Regional Advisors understand what other types of professions organizations can leverage in contingency situations.
- For example, if a organization has requested nurses as immunizers and none are available in the geographic area, a organization can indicate that pharmacists would also be acceptable for the role.
- **The Number of Identical Positions:**
 - To ensure your request is properly met, you can indicate the number of positions you want to fill for the same role (e.g., 20 immunizers, 30 ushers/navigators).

Quick Tips

- Choose “Type” based on the role and responsibilities candidates will have.
- Organizations should not select “Ontario Workforce Reserve for Senior Support.”
- Select “HR needed for COVID-19 Vaccine Plan” to filter matches to people who are interested in supporting the vaccine roll out.
- Add high-level job details to “Unique Characteristics of the Position” to help OH review the match.
- Add acceptable alternative providers to help plan for contingencies.
- Indicate number of identical positions to avoid making duplicate requests.

New Request

Please note that a separate request should be created for each position needed. For example, if five PSWs are needed then five separate requests should be created. Once you have saved your request below, click "New Request" at the top of the page to add additional positions.

Request Details

*Account Name: Family Health Team x Contact Name: Family Health Team x

Subject: Description:

*Demand Priority: High *Type: Regulated Health Professional

*Job Location: On Site *Profession: Pharmacist

*Required Availability: Available: Monday A..., Monday E..., Monday ..., Tuesday ... Chosen: Monday Morning, Tuesday Morni..., Wednesday Mo...

Specialization: --None--

Acceptable Alternative Providers: Registered Nurse (RN), Registered Practical Nurse (RPN)

Unique Characteristics of the Position: HR needed for COVID-19 Vaccine Plan

Number Of Identical Positions: 5

Save

Indicate alternative providers here

Indicate the unique characteristics of position here

Figure 4: New Request Form

OMP Algorithm

When your request is submitted, the portal will begin matching you with registrants that meet the specific requirements of your request. The OMP algorithm relies on three factors to make a match for vaccination support:

- **COVID-19 Vaccine Plan Checkbox:** The registrant indicate interest in supporting the province's vaccine plan, and organizations must select the checkbox requesting human resources support for vaccination efforts;
- **Location:** Based on organizations' postal code and catchment area; and
- **Registrant Type:** Regulated Health Professional, Non-Regulated Health Professional, Non-Health Care Professional, Health Professional in Training, Internationally Educated Health Professional, and OWRSS Resident Support Aide.

The matching algorithm runs several times a day to help identify matches efficiently.

Match Approval

OH Regional Advisors support the matching process by reviewing and approving matches made by the OMP algorithm. This independent verification helps reduce the risk of inappropriate matches and supports organizations by providing a preliminary filter for matches.

Match Notification and Match Record

Once a match has been approved by the OH Regional Advisors, you will receive an email notification. The matched individual will also receive a notification simultaneously.

organizations can view the details of the match in a Match Record under the "My Matches" tab on the portal. In the Match Record, you will find the contact details for the individual you have been matched with for you to connect with directly and

arrange the next steps in the process. The Match Record also gives organizations access to the individual's resume, profession, and practice status.

Quick Tips

- A Match Record contains contact information, profession information, and resumes for matched individuals.
- A Match Record can be used for initial screening.

[Home](#)
[MY REQUESTS](#)
[NEW REQUEST](#)
[MY MATCHES](#)
[ACCOUNT MANAGEMENT](#)
[RESOURCE CENTRE](#)

Details

Name

M-000442

Decline Match

Hired

We are happy to inform you that your request has been matched with an available professional. Please contact them to schedule the required next steps.

If this match is successful, please click "Hired".

If you do not wish to hire this individual, please click "Decline Match".

Request Information

Request Number

00001485

Requested Profession

Student/Learner

Organization Name

Family Health Team

Organization Address

181 Bay St, Toronto, ON, M5J 2T3

Requester Name

Requester Email

Unique characteristics of the position

HR needed for COVID-19 Vaccine Plan

☒

Availability Information

Professional Name

Professional Email

Professional Telephone

Availability Profession

Educational Assistant

Availability Practice Status

Support COVID-19 Vaccination Plan

☒

Candidate Documents

No files to review

For Technical Support, contact the Ontario Public Service (OPS) Service Centre at 416-916-2562.

Figure 5: Example of Match Record Screen

Recruitment and Accepting Matches

A match is not a guarantee of employment for the matched registrants. Once the OH Regional Advisors approve a match, the Organizations should initiate the standard recruitment processes to screen and recruit candidates. This may include,

but is not limited to, verifying availability, confirming registration status and license numbers for regulated health professionals, and verifying immunization and background check records.

After screening, the organizations can indicate their decision in OMP by selecting "Decline Match" or "Hired."

Quick Tips

- Selecting "Hired" means you have contacted the candidate and that they are able to provide support to your organization.
- Selecting "Declined Match" means that the candidate does not fit your needs and that you have deemed the match unsuitable.

The screenshot displays the OMP interface. At the top, there is a navigation bar with links: MY REQUESTS, NEW REQUEST, MY MATCHES, ACCOUNT MANAGEMENT, and MORE. A search bar is also present. The main content area is divided into two sections. The top section, titled 'Details', contains a box with the name 'M-000442' and two buttons: 'Decline Match' and 'Hired'. A yellow callout box with an arrow points to these buttons, containing the text 'Select "Decline Match" or "Hired"'. Below this, a message states: 'We are happy to inform you that your request has been matched with an available professional. Please contact them to schedule the required next steps. If this match is successful, please click "Hired". If you do not wish to hire this individual, please click "Decline Match".' The bottom section, titled 'Request Information', contains a form with the following fields: Request Number (00001485), Requested Profession (Student/Learner), Organization Name (PHU Alpha), Organization Address (181 Bay St. Toronto, ON, M5J 2T3), Requester Name (PHU Alpha), Requester Email, Unique characteristics of the position, and a checkbox for 'HR needed for COVID-19 Vaccine Plan' which is checked.

Figure 6: 'Decline Match' and 'Hired' Fields

Interactive Messaging Feature

The Match Record provides the registrant's email address and telephone number for an organization to perform a direct contact. Alternatively, below the Match

Record, the OMP has a built-in interactive messaging feature that helps organizations connect directly with registrants. Information can be gathered from candidates such as verifying availability and seeking any required documentation.

Once a message has been sent from the sender, the receiver will receive an email notification about an unread message in the OMP associated with the Match Record. To ensure that all messages are viewed, log in the OMP to check regularly.

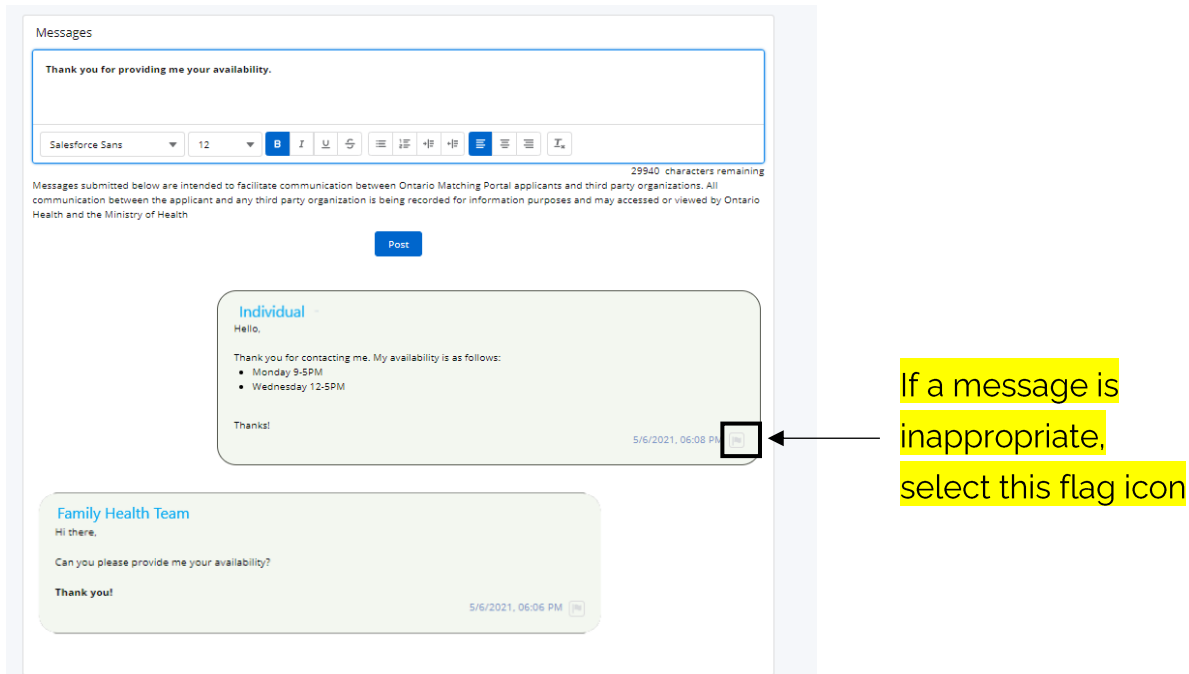


Figure 7: Messaging Feature in the OMP

If there is an inappropriate message sent by the sender, you can select the flag icon in the bottom right of their message. This will allow OH to see the flagged message to review and for removal.

Online Resource Centre

If you have questions about the Ontario Matching Portal, you can visit the Resource Centre, which can be accessed from the Welcome Page. The Resource Centre contains frequently asked questions in the form of Knowledge Articles that can help answer your questions. Additionally, for technical support, you can contact the Ontario Public Service (OPS) Service Centre at 416-916-2562.

WELCOME TO YOUR PORTAL!

This portal is being used to match individuals with experience providing health care and related services to the services you need related to the COVID-19 outbreak.

Once you create and submit a staffing request, a member of your regional office will match the request with (an) individual(s) profile who is able to provide service you need via an [available service offering](#).

As soon as a match has been approved, you will be notified via email and provided with the professional's contact information. You will then be responsible for contacting the professional and arranging next steps to secure their services.

Please update your request status to closed if the match is successful.

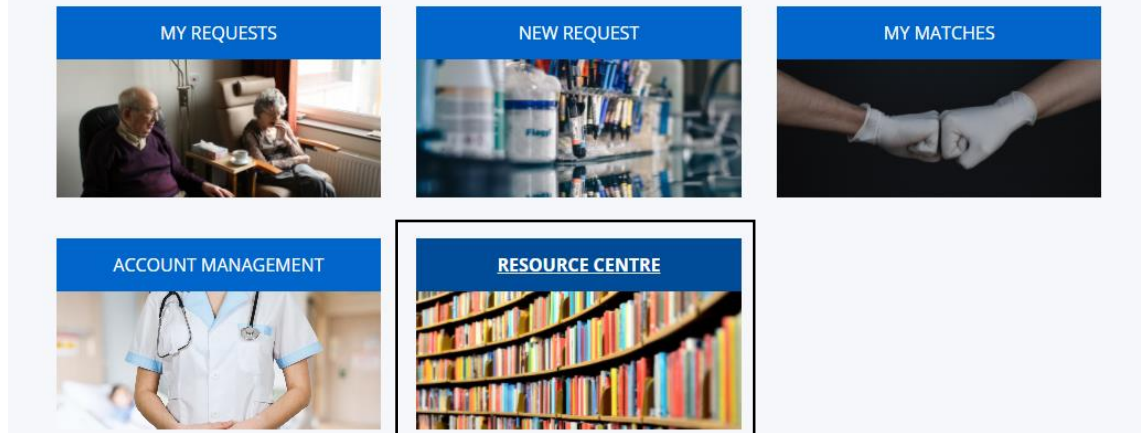


Figure 8: Resource Centre Access from Welcome Page

Accessing the Portal in the Future

For future access after your registration, you can click the “Login” button and input your login credentials.

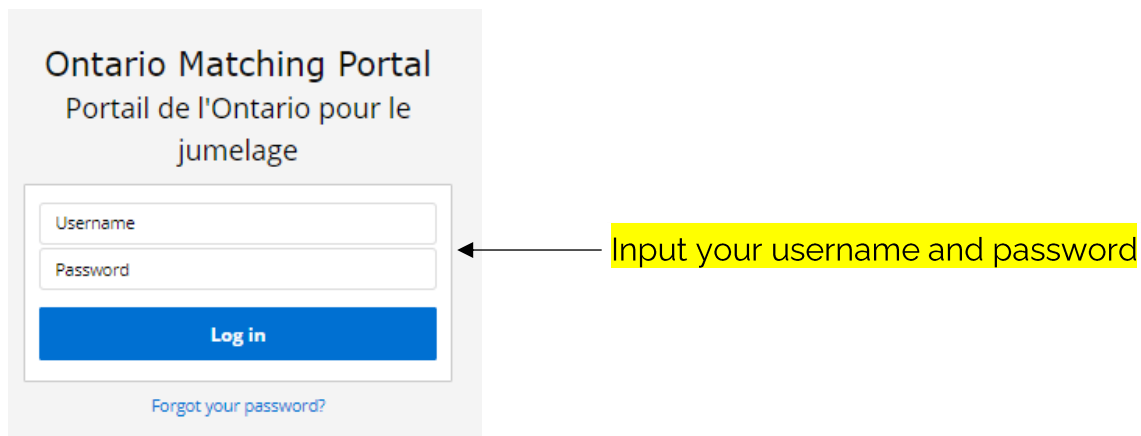


Figure 9: OMP Login Screen

Resetting a Password

If you forgot your password, click “Forgot Password” on the login page and follow the password reset process. You will receive a link to the e-mail associated to your organization's profile to reset your password.

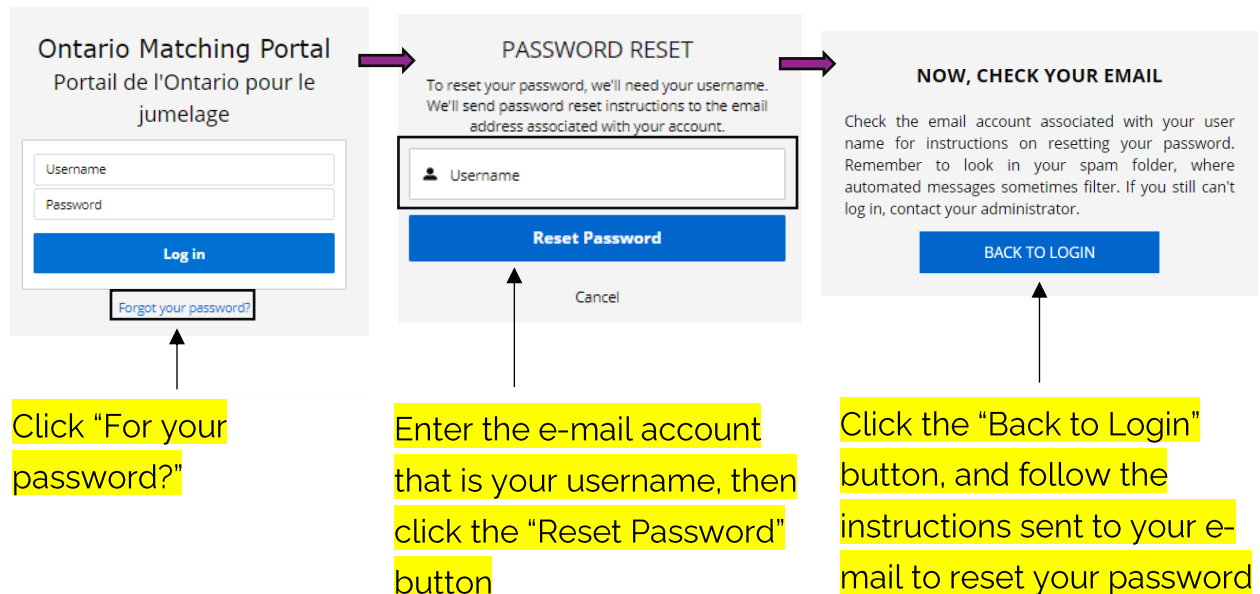


Figure 10: Process to Reset Password

Updating Account Information

To update and/or verify any of your information, select “My Account”.

Updating your organization's information and keeping it up to date is important to ensure you are matched with available registrants that best meets your needs.

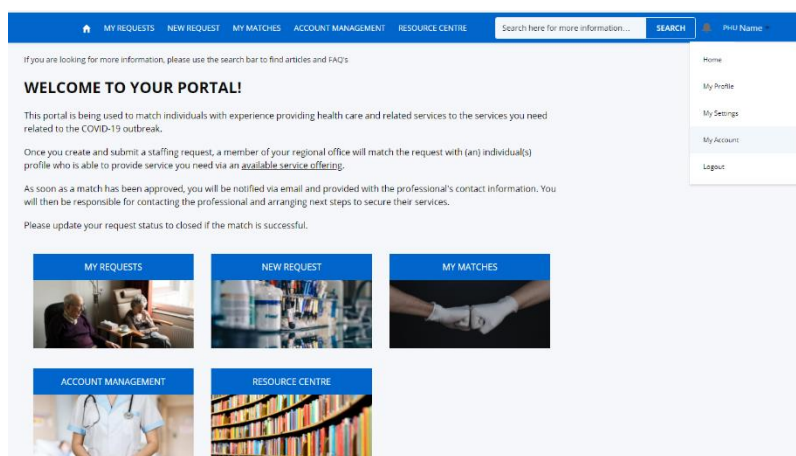


Figure 11: Accessing 'Account Management' and 'My Account' from Welcome Page

To edit any information, select the “Edit” button near the top-right hand corner of the page. When editing information be sure that all fields marked with an asterisk (*) are filled out.

PHUs can leave the COVID-19 status checkbox blank. This is normally to indicate to OH if a health care organization has cases of COVID-19.

The screenshot shows a web form for updating organization information. The form is divided into several sections:

- * Account Name:** A text input field containing "Family Health Team Name".
- Parent Account:** A text input field.
- COVID-19:** A checkbox labeled "COVID-19" with an information icon.
- * Primary Contact:** A dropdown menu showing "Family Health Team" with a close button (X).
- * Sector:** A section with two columns: "Available" and "Chosen". The "Available" column lists "Acute Care/Ho...", "Home and Co...", "Long-Term Care", "Medical Labor...", and "Mental Health ...". The "Chosen" column contains "Public Health Unit".
- Address Information:** A section with three input fields: "Address" (containing "181 Bay St"), "City" (containing "Toronto"), and "State/Province" (containing "ON").

At the bottom right of the form are two buttons: "Cancel" and "Save".

Figure 12: Updating Organization Information

Updating Requests

You can update any of the request fields (e.g., the type and profession of the positions you are looking to fill in your organization, availability of work, or the number of positions you require) from requests that have been made.

To update your requests, select the “My Requests” tab and click the Request Number associated to the request you submitted that you want to edit.

If you no longer require resources, you can update your request(s) to change the status from “Open” to “Closed.” Please note that when a successful match has been

made under "My Matches," the status of the request will automatically be updated to "Closed" and there is no need for you to close the request record. A successful match indicates that the organization has made their decision to hire the candidate and by selecting "Hired" on the Match Record.

Request Number ↑	Account Na...	Contact Na...	Profession	Status	Date/Time Opened
1 00001483	PHU Alpha	PHU Alpha	Chiropodist	Open	2/12/2021, 4:43 PM
2 00001484	PHU Alpha	PHU Alpha	Registered Nurse (RN)	Open	2/12/2021, 4:43 PM
3 00001485	PHU Alpha	PHU Alpha	Student/Learner	Open	2/12/2021, 4:44 PM
4 00001486	PHU Alpha	PHU Alpha	Dentist	Open	2/12/2021, 4:45 PM
5 00001487	PHU Alpha	PHU Alpha	Retail	Open	2/12/2021, 4:46 PM

Click "My Requests" to view requests submitted

Click the Request Number to open request that you want to view and/or edit

Figure 13: Updating Requests from 'My Requests' Screen

When you select the Request Number that you want to view, select the "Edit" button and make any changes you want to make.

Ensure the status of your request is accurately reflected

If you are closing the request, input the reason

Figure 14: Updating Request Form

Additional Resources

Further information about how to leverage the Ontario Matching Portal can be found in the *Ontario Matching Portal Guide for Public Health Units*.

For Technical Support, contact the Ontario Public Service (OPS) Service Centre at 416-916-2562.

For questions about the matching process and approval, please contact info-hfo@ontariohealth.ca.

Appendix A: Professions

The following is a comprehensive list of professions by registrant type. Asterisks (*) denote professions that are not yet represented by registrants. This is subject to change, depending on who signs up for OMP.

Registrant Type	Profession
Regulated Health Professionals	Audiologist Chiropodist Chiropractor Dental Hygienist Dental Technologist Dentist Denturist* Dietitian Homeopath Kinesiologist Massage Therapist Medical Diagnostic Sonographer Medical Laboratory Technologist Medical Radiation and Imaging Technologist Midwife Naturopath Nurse Practitioner (NP) Occupational Therapist Optician Optometrist Paramedic Pharmacist Pharmacy Technician Physician Physiotherapist Psychologist Registered Nurse (RN) Registered Practical Nurse (RPN) Registered Psychotherapist Respiratory Therapist Social Service Worker Social Worker Speech-language Pathologist Traditional Chinese Medicine Practitioner & Acupuncturist*
Non-Regulated Health Professionals	Firefighter/First Responder Laboratory Assistant Medical Laboratory Technician Mental Health Provider

	Personal Support Worker Physician Assistant Rehabilitation Assistant
Internationally Education Health Professionals (IEHPs)	Audiologist – IEHP Chiropodist – IEHP* Chiropractor – IEHP* Dental Hygienist – IEHP Dental Technologist – IEHP* Dentist – IEHP Denturist – IEHP* Dietitian – IEHP* Homeopath – IEHP Kinesiologist – IEHP* Massage Therapist – IEHP* Medical Diagnostic Sonographer - IEHP Medical Laboratory Technologist - IEHP Medical Radiation and Imaging Technologist - IEHP Medical Records Staff Midwife – IEHP Naturopath – IEHP* Nurse Practitioner (NP) - IEHP Occupational Therapist – IEHP Optician – IEHP* Optometrist – IEHP Paramedic – IEHP* Pharmacist – IEHP Pharmacy Technician – IEHP* Physician – IEHP Physician Assistant - IEHP Physiotherapist - IEHP Psychologist - IEHP Registered Nurse (RN) – IEHP Registered Practical Nurse (RPN) – IEHP Registered Psychotherapist – IEHP* Respiratory Therapist – IEHP* Social Service Worker – IEHP* Speech Language Pathologist – IEHP* Traditional Chinese Medicine Practitioner & Acupuncturist – IEHP*
Health Professional In Training	Audiologist In Training* Chiropodist In Training Chiropractor In Training* Dental Hygienist In Training* Dental Technologist In Training* Dentist In Training* Denturist In Training* Dietitian In Training* Homeopath In Training* Kinesiologist In Training* Massage Therapist In Training

	Medical Diagnostic Sonographer In Training Medical Laboratory Technologist In Training Medical Radiation and Imaging Technologist In Training* Midwife In Training Naturopath In Training* Nurse Practitioner (NP) In Training Occupational Therapist In Training* Optician In Training Optometrist In Training* Paramedic In Training Pharmacist In Training Pharmacy Technician In Training Physician Assistant In Training* Physician In Training Physiotherapist In Training* Psychologist in Training Registered Nurse (RN) In Training Registered Practical Nurse (RPN) In Training Registered Psychotherapist In Training Respiratory Therapist In Training Social Service Worker In Training Social Worker in Training Speech-language Pathologist In Training Traditional Chinese Medicine Practitioner & Acupuncturist In Training*
Non-Health Care Professions	Admin Support/Concierge/General Helper Administrative Adult Protective Services Professional* ASL Interpreter/Sign Language Interpreter* Behavioral Analyst* Behavioral Services Professional Child and Youth Mental Health Worker Childcare/Daycare Worker Community Participation Worker Counsellor Day Support Worker Driver ECE/Resource Teacher Educational Assistant Family Support Worker Fundraising / Fund Development Guidance Counsellor Harm Reduction Worker Health Human Resources Staff Health Policy & Planning Staff Hospitality HR Manager Intervenor Inventory Analyst

	IT or Data Expert Job Coach Marketing/Promotions Medical Administration Staff Medical Office Assistants (MOA) Medical Records Staff Microbiology/Epidemiology Expert Night Staff Operations Specialist Other Expertise Paralegal/Lawyer in Family Law Porter/Patient Transport Recreation Therapist Retail Security Guard Special Educator Student/Learner Supported Independent Living (SIL) Worker Volunteer Coordinator
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