

A portal to match organizations across Ontario requiring support with health care providers who have availability.

Frequently Asked Questions

Health Care Providers

Category	Question	Answer
IT	What do I need to do to create an account?	The training video provided will take you through how to set-up your account. If you still have questions refer to the detailed training guide provided.
IT	Where do I go for support if the portal is not working or I have questions about the portal?	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.
IT	Does the platform work on any laptop, phone or tablet?	Yes, you can link to the portal from any device by visiting https://healthcloudtrialmaster-15a4d-17117fe91a8.force.com/matchingportal
Portal	How do I reset my password?	You can reset your password by clicking the "Forgot Password" link on the portal login page. It's just below the fields where you would enter your username/password. You'll then be prompted to enter your username, click "Reset Password" and a link to reset your password will be sent to you via email. Click the link in the email sent to you and follow the steps to reset your password.
Portal	How quickly can I expect to be matched with a request for support?	The matching system will match you based on where a need has been identified taking into account your health care background and experience, identified location and availability. This will determine how quickly you might be matched to a position.
Portal	How will I know when a match has been made?	Once a match has been approved, you will receive an email that a match has been made.
Portal	What happens after a match is made?	Once a match has been made both the health care provider and the organization will be notified via email. The organization will be provided with the health care provider's contact details so that they can reach out to set-up next steps in the process.

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Portal	Can I decline a match?	The role of the portal is to match health care providers with availability to provide support with organizations where their support is needed. If you are not able to support the organization you have been matched with, you do not need to accept shifts with them. To make sure you are matched with organizations where you are able to provide support, please make sure your profile and availability are up-to-date on the portal.
Portal	How will I know when I have a shift?	The organization you have been matched with will connect with you directly to schedule shifts.
Portal	Can I refuse a shift?	Yes, you can accept or refuse at your discretion. If you decide to refuse a shift once the match has been made, we recommend that you notify the employer as soon as possible.
Portal	Can I be matched with an organization of my choosing?	No, requests to be matched with a specific organization cannot be made. The matching system will match you based on where a need has been identified taking into account your health care background and experience, identified location and availability.
Portal	I'm a retired registered health care professional, do I have to reactivate my registration to help?	In order to practice in your field of expertise (i.e practice your profession, it is very likely that you would need to reactivate your registration to be a practicing member. We recommend that you consult your health regulatory college for further information.
Portal	Who can post availability to provide support?	Individuals in all sectors of the health care system may set-up a profile on the portal to be matched with an organization in need of support.

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Providing/Receiving Support	How will onboarding of new resource be managed (i.e. understanding of specific location's policies/procedures)	Once a match has been made both the health care provider and the organization will receive an email from the Ontario Health Region. The organization will be provided with the health care provider's contact details so that they can reach out to set-up next steps in the process. We recommend that organization and health care provider work together to ensure all necessary onboarding and orientation happens as soon as possible.
Providing/Receiving Support	How will payment for support provided be made?	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 payment.
Providing/Receiving Support	I'm a registered health care practitioner coming out of retirement to provide support to organizations requiring support, how will I be paid?	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 payment.
Providing/Receiving Support	How will Collective Agreements be managed?	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 you have been matched with will reach out to you to arrange all details associated with your assignment, including questions related to Collective Agreements.

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Providing/Receiving Support	Can a health care provider work for multiple organizations?	Ontario's Chief Medical Officer of Health has directed that wherever possible, long-term care homes should work with employees to limit the number of work locations that employees are working at, to minimize risk to patients of exposure to COVID-19. We ask that you continue to keep up-to-date with and follow any further directives that are issued and use your professional judgement when determining whether or not you will support an organization you have been matched with.
Providing/Receiving Support	Will health care providers be covered by the insurance policy of the organization they will be providing support to, should they become injured while providing support?	Organizations should contact their workplace insurance provider about coverage related to the activities of volunteers and temporary staff in their workplace.

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Portal	How quickly can I expect to be matched with a health care provider who has availability?	The matching system will match your request with an available health care provider who meets the specific requirements of your request, including background, experience and your location. This will determine how quickly you might be matched with an available health care provider.
Portal	Will requests for support be prioritized and responded to accordingly?	Requests for support will be reviewed by a Regional Command Center that will prioritize requests for support prior to the request going into the matching system. Priority may be given to certain organizations and communities that have been identified as most in need (e.g., severe staff shortages resulting from COVID-19).

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Portal	Can I decline a match?	The role of the portal is to make it easier for you to find available health care providers to get the job done. So if you don't that feel a matched individual can fulfill the requirements identified in the job posting, you do not have to accept the match.
Portal	Who can post requests for support?	Organizations in all sectors of the health care system may post job openings. Priority may be given to certain organizations and communities that have been identified as most in need (e.g., severe staff shortages resulting from COVID-19).
Providing/Receiving Support	How will onboarding of new resource be managed (i.e. understanding of specific location's policies/procedures)?	Once a match has been made both the health care provider and the organization will receive an email from the Ontario Health Region. The organization will be provided with the health care provider's contact details so that they can reach out to set-up next steps in the process. We recommend that organization and health care provider work together to ensure all necessary onboarding and orientation happens as soon as possible.

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Providing/Receiving Support	Is it necessary to track the number of hours a health care provider has worked across organizations?	Organizations should follow their existing practices for ensuring that staff are fit to provide quality care. We ask that health care providers follow existing practices and use their professional judgement to ensure they are fit to provide quality care.

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