

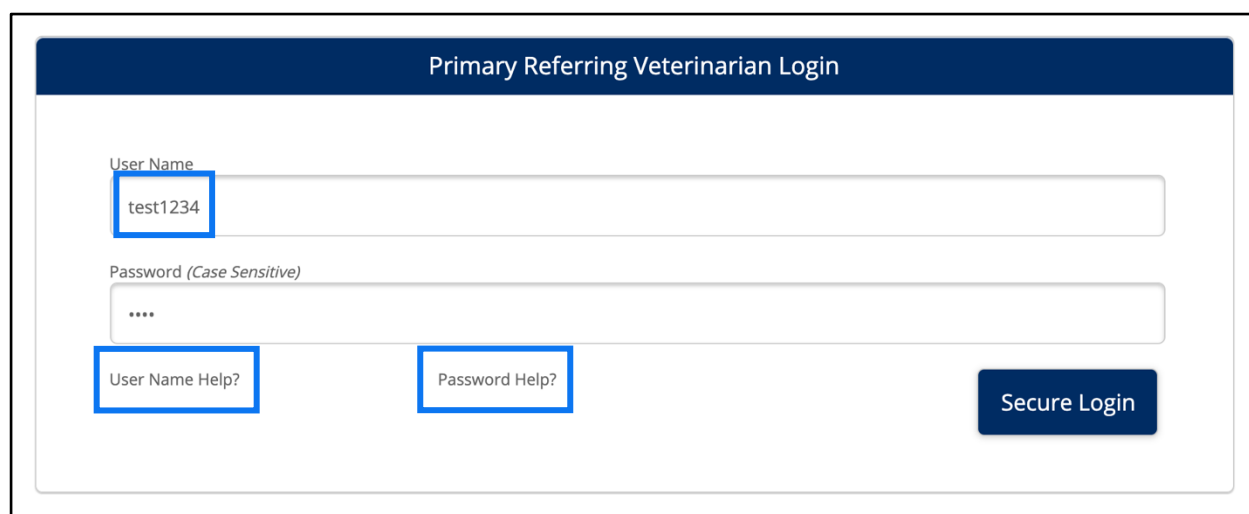
Referring Hospital Portal Guide

Logging In

Welcome Letter

All referring hospitals received a Welcome Letter when the portal launched. These were sent out via email/fax and contained your username, temporary password, and link to the portal. ***If you need this letter resent, please contact your Specialty/Emergency (sDVM) hospital for assistance.***

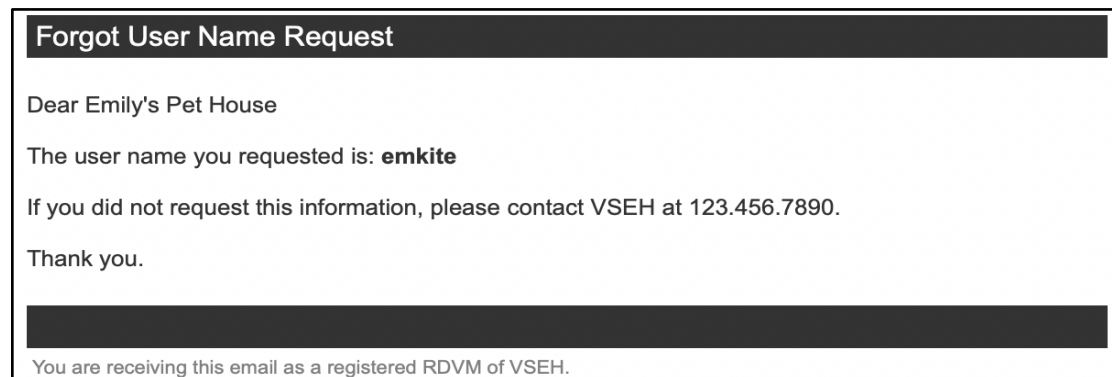
When you login for the first time, you will be prompted to change the password. These login credentials are on a CLINIC basis, not individual, and needs to be shared with entire staff.



The screenshot shows a login form titled "Primary Referring Veterinarian Login". It features two input fields: "User Name" with the text "test1234" and "Password (Case Sensitive)" with masked characters "****". Below the fields are two buttons: "User Name Help?" and "Password Help?". A "Secure Login" button is located at the bottom right of the form.

User Name Help?

This button will prompt you to enter the email associated with your hospital's account. In a few minutes, you will receive an email containing the username for your hospital (see below).



The screenshot shows an email titled "Forgot User Name Request". The content of the email is as follows:

Dear Emily's Pet House

The user name you requested is: **emkite**

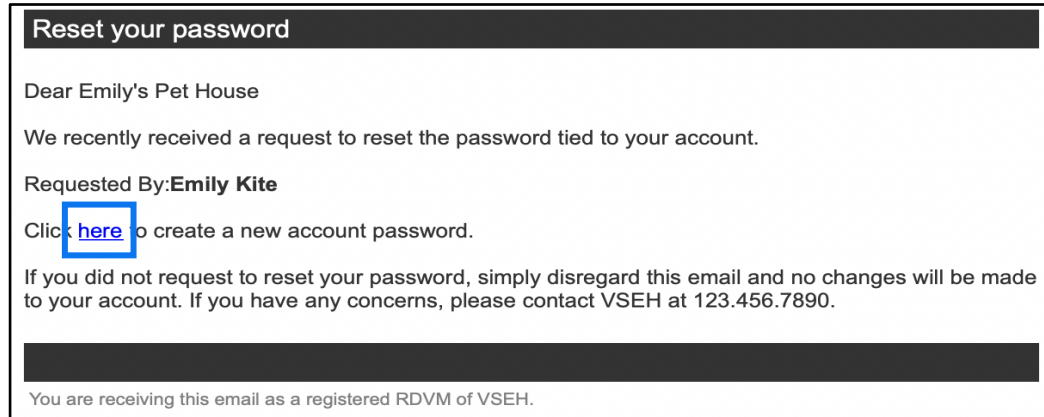
If you did not request this information, please contact VSEH at 123.456.7890.

Thank you.

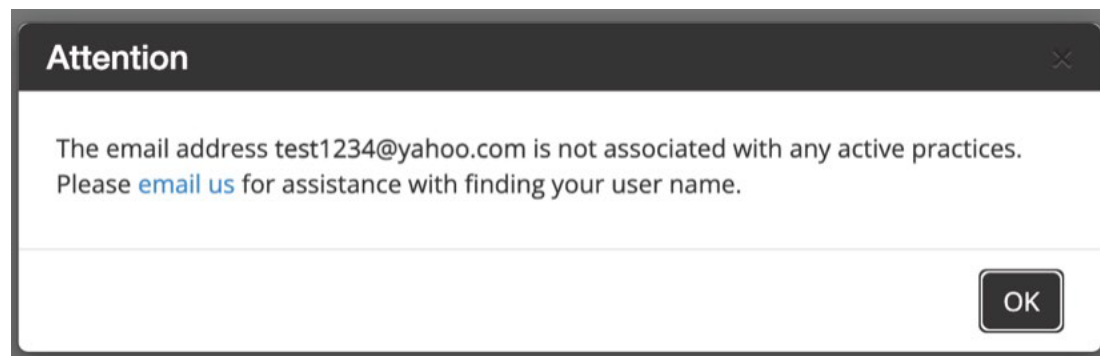
You are receiving this email as a registered RDVM of VSEH.

Password Help?

This button will prompt you to enter your username and ask you who's requesting the password. It will display the email your password reset information will be sent to. The email will confirm that you requested a new account password and will provide you with an embedded link to do so.

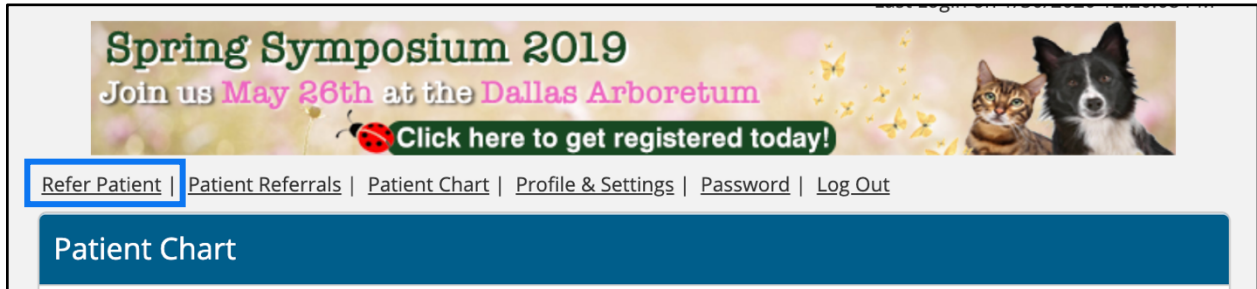


Pro Tip: If you are unsure what information is associated with your account, an **Attention** box will pop up (see below) and allow you to email the sDVM for additional support.



Refer Patient

Where to submit an online referral through the portal that will streamline information to the sDVM.

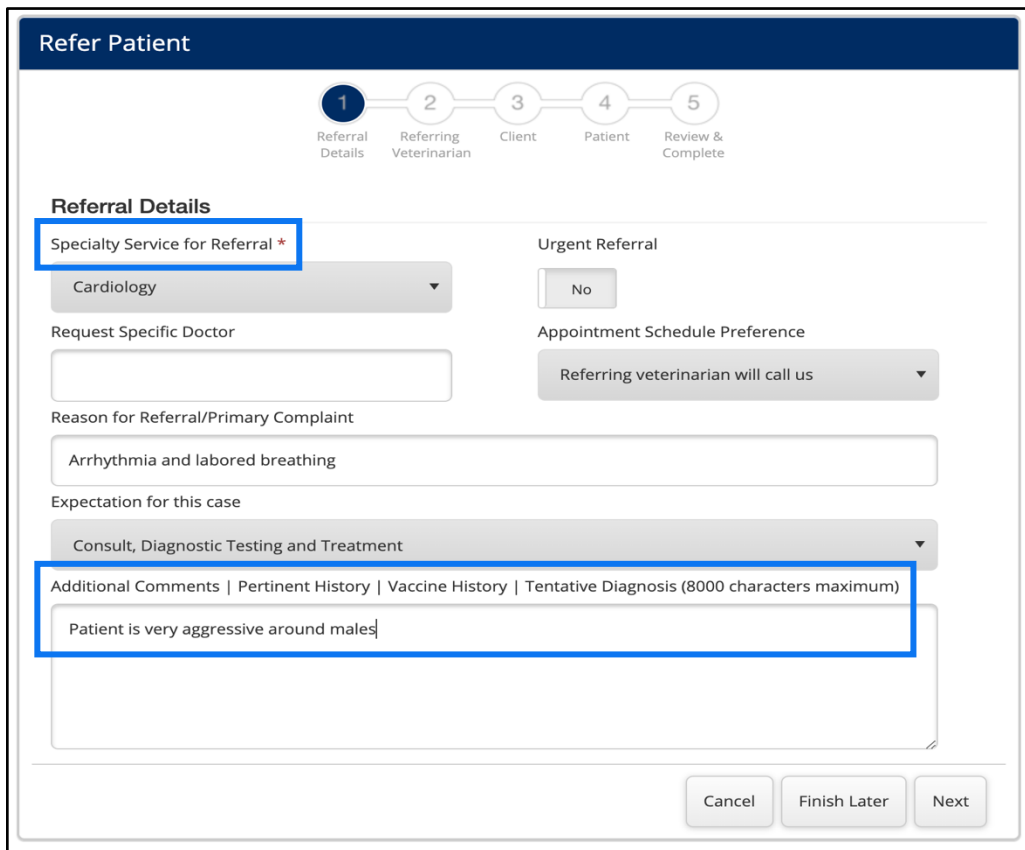


Referral Details (Page 1 of referral form)

Requests the location (if applicable), specialty type, and general reasoning and expectations for the referral.

The **Additional Comments** section at the bottom is intended for you to include any consultation notes, patient history, or additional information you'd like to pass along to the sDVM.

Fields marked with a **red asterisk** are required fields needed to submit.



Referring Veterinarian (Page 2 of referral form)

Requests the specific doctor at your practice who is referring the patient.

Some of the fields may be auto-filled in for you by pulling directly from your **Profile and Settings** tab.

Client (Page 3 of referral form)

Requests address and contact information for the client that is being referred.

Patient (Page 4 of referral form)

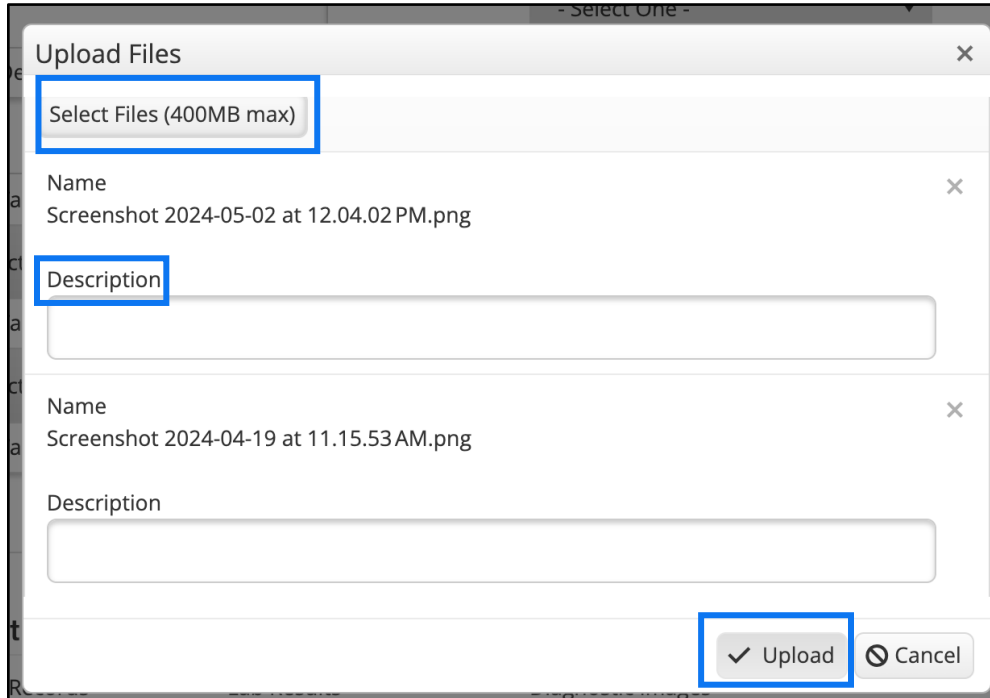
Requests patient details such as breed, species, weight, DOB, and more.

Patient Files

At the bottom of the **Patient** page, you can notate whether you plan to provide **Medical Records**, **Lab Results**, or **Diagnostic Images** for this patient and the method (i.e. attached to referral, emailed, etc.) in which you plan to send the information to the sDVM.

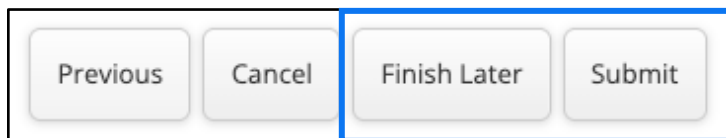
To attach documents to the referral form (*preferred*), click **Add File**. The portal will then pull up all files available on your desktop. You can select multiple documents at once to upload.

Once selected, you then have the option to provide a **Description** for each document before clicking **Upload**. You can **View** or **Delete** the file after it has been uploaded.



Review & Complete (Page 5 of referral form)

Ensure information is filled out completely and accurately before clicking **Submit**. Click **Finish Later** to save the referral and complete it later from the **Patient Referrals** tab.

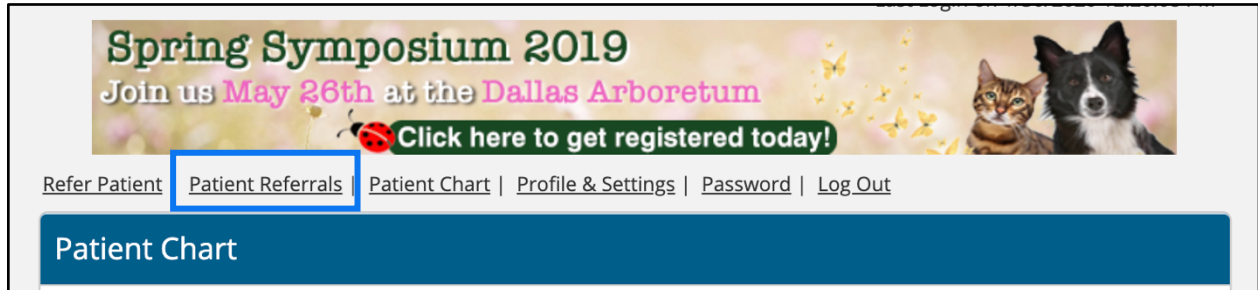


Once referral has been submitted, a **Completion Message** will display on your screen.

Pro Tip: The completion message may include important intake instructions, or additional information regarding the referral process, so please review every time.

Patient Referrals

Where to access saved or submitted referrals to edit, view, or update them accordingly. This tab acts as a “virtual filing cabinet” for referrals submitted or saved through the portal.



Please Note: this tab will not display referrals made outside of the portal).

Referrals are automatically sorted by relevance with the most recent referrals at the top.

Status	Date...	Referred To	Referred From	Refer...	Specialty Service	Client	Patient	# F...	Status	Proc...	
	9/24/2019 5:30 AM	VSEH	Test Animal Medical Center	RVLHOS1	Surgery	Test 1	Puppy		Submitted	No	
	9/24/2019 4:51 AM	VSEH	Test Animal Medical Center	RVLHOS1	Emergency	Thosh 1	Pinky		Submitted	No	
	9/10/2019 12:16 PM	VSEH	Small Animal Care	ASC	Emergency	Wanda Ann Jones	Fenway	1	Submitted	No	
	9/9/2019 2:51 PM	VSEH	Small Animal Care	ASC	Emergency	Lisa Lornac	Scarlet	1	Submitted	No	
	9/4/2019 6:00 PM	VSEH	Small Animal Care	ASC	Surgery	Jeff Ambrookian	Ambro	1	Submitted	No	
	8/13/2019 5:36 AM	VSEH	Test Animal Medical Center	RVLHOS1	Emergency	ADClientF ADClientL	Test Patient 1	2	Submitted	No	
	7/29/2019 9:37 AM	VSEH	Test Animal Medical Center	RVLHOS1	Emergency	Princess Leia Organa	C-3PO	1	Submitted	No	
	7/29/2019 8:52 AM	VSEH	Test Animal Medical Center	RVLHOS1	Internal Medicine	Deidra Schumacher	Snuggles	2	Update Submitted	No	

Icons

Paper icon will allow you to **View** referral.

Pencil icon will allow you to **Edit** saved unfinished referrals or **Update** previously submitted referrals with new information.

If you want to edit/update the referral, you will be brought back to the referral submission after clicking the pencil icon.

To delete a referral, click the **Trashcan** icon.



Data Management

To filter the data, click the **filter icon** on the category of interest. A dialog box will appear providing options on how you can filter the data (shown below).

Click the filter icon again and click **Clear** if you'd like to remove the filter.

Review, Update, and Add New Referral(s)

Search Referred To, Referred From, Specialty Service, Client, or Patient

Status Date	Referred To	Referred From	Refer...	Specialty Service	Client	Patient
11/22/2016 2:08 PM	VSEH					
11/25/2016 4:22 PM	VSEH		FRAH	Emergency	Hgdfgh Ghghg	Sdfasdf
11/25/2016 4:25 PM	VSEH		FRAH	Emergency	Trggbvs Asdfasdf	3rewqwreq

Show items with value that:

- Contains
- Contains
- Starts with
- Is equal to
- Is not equal to

To sort the referrals by ascending or descending order, click directly to the right of the category of interest. A **small white arrow** will appear pointing upwards for **ascending** order. Click the arrow again to point down for **descending** order. To remove the sort, click the arrow for a third time.

Status Date	Referred To

Patient Chart

Includes treatment information regarding your referred patients and final deliverables (i.e. Clinical Summaries, SOAPs, Discharge Instructions, attachments, etc.) Information displayed here will refresh 24/7 and be available once the sDVM finalizes it. The Patient Chart retains 6 months of history for viewing. If you need an older record, please contact the sDVM for assistance.

Search for the patient of interest through the following methods:

- Patient First Name
- Client Last Name
- Last Updated (time frame)

[Refer Patient](#) | [Patient Referrals](#) | [Patient Chart](#) | [Profile & Settings](#) | [Password](#) | [Log Out](#)

Patient Chart

Enter a Patient First Name, Client Last Name, or select Last Updated then click Search.

Patient First Name
(partial accepted)

Client Last Name
(partial accepted)

Last Updated:

Last Week ▼

Patient	Client	Description	Last Update ↓	Details
Gummy Bear	Khokhlov, Crystal...	English Mastiff	1/2/2020 9:46 AM	Show
Snoop	Bond, Julie	Pug, Black	1/2/2020 4:06 AM	Show
Blue	Brehm, Paul	Labrador Retriev...	1/1/2020 1:54 AM	Show
Shrimp	Carey, Doug	Miniature Schna...	1/1/2020 1:22 AM	Show
Marshmallow	Cole, Evelyn	Bichon Frise Mix	12/31/2019 11:27 PM	Show
Gustavo	Isakson, Sharon	Domestic Shorth...	12/31/2019 10:50 PM	Show
Ninja	Funston, York	Domestic Shorth...	12/31/2019 2:45 PM	Show
Ike	O'Kelly-Moriarty, ...	Terrier Mix, gray ...	12/30/2019 5:01 PM	Show
Lolita	Coughlan, Barbara	Siberian Husky, ...	12/30/2019 5:28 AM	Show
Wyatt	Stokes, Kara	Shepherd Mix, M...	12/29/2019 6:55 PM	Show

Search

NOTICE: Our system is updated throughout the day, medical notes are uploaded as they are completed.

Click **Show** on the right-hand side to display the patient chart below.

The patient chart can provide the following medical information (*please note, the availability of this information depends on what the sDVM chooses to share up to the portal*):

- Client Information
- Patient Information
- Check-In/Out
- Appointments
- Medical Notes
- Diagnosis
- Problems
- Prescriptions
- Procedures
- Diagnostic Results
- Imaging

Client Information					
Client Name	Lisa Lornac		Home Phone		
Email	l.lornac@gmail.com		Work Phone		
Address	1 City Center		Mobile Phone	207-555-2349	
City	Portland	State	ME	Zip	04101

Patient Information			
Name	Scarlet	Breed	Retriever, Golden
Color	Yellow	Weight	31.2 kilograms
Birthday	1/6/2007	Altered	Yes
Sex	Female	Species	Canine

Appointments	
Date	Description
7/12/2019 10:00 AM	Aaron Kirsch, DVM DACVIM / IM Recheck
6/26/2019 10:00 AM	Aaron Kirsch, DVM DACVIM / IM Recheck

Medical Notes		
Date	Description	Details
7/2/2019 12:57 PM	Step 4: Referral Letter	See Portal
7/2/2019 6:45 AM	Step 3: Discharge Letter	See Portal
7/1/2019 12:19 PM	Step 2: IM SOAP	See Portal
7/1/2019 12:16 PM	Step 1: IM Check In Form	See Portal
7/1/2019 12:08 PM	Scanned Medical Records	See Portal
7/1/2019 12:08 PM	Scanned Medical Records - Attachment	See Portal

Laboratory		
Please be aware iso results below may not have been reviewed or communicated to your client by our clinicians. We will follow-up with your client once these results have been interpreted by our clinicians.		

Date	Description	Results
7/1/2019 6:02 PM	IDEXX Chemistry results from IDEXX VetLab In-clinic Laboratory (posted)	
Date	Time	Description
7/1/2019	6:02 PM	IDEXX Chemistry results from IDEXX VetLab In-clinic Laboratory (posted)
Manually entered.		
Test	Result	Normal Ranges
GLU	89 mg/dL	63-114
SDMA	14 mcg/dL	0-13
CREA	1.5 mg/dL	0.5-1.5
BUN	24 mg/dL	9-31
BUN:CREA	16.0	not provided
PHOS	3.9 mg/dL	2.5-6.1
CHOL	288 mg/dL	131-345
CREA KINAS	105 U/L	10-200
HEMO INDEX	1+	not provided
LIP INDEX	1+	not provided
AST	25 U/L	16-55
ALP	18 U/L	5-160
GGT	5 U/L	0-13
T BIL	0.2 mg/dL	0-0.3

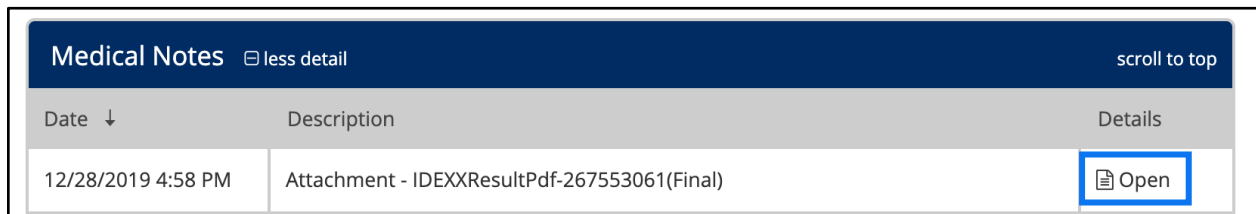
Downloading Records

The **Patient Chart icon** on the top right-hand side of the **Client Information** box will screenshot the entire Patient Chart. This will open in a separate tab in PDF format available for download.



Pro Tip: It will not automatically download records/attachments in the **Medical Notes** section.

Click **Open** next to the document of interest in **Medical Notes** section. A PDF version will be opened in a different tab where you can then download and attach to your own records.



Pro Tip: Since attachments are downloaded individually, best practice is to download records to your own files after each patient visit.

Notifications in Patient Chart

The portal sends out four types of notifications to keep you informed throughout patient treatment including: **Check In, Check Out, Update, and Deceased**. By accessing the **Patient Chart**, you can see what notification types have been sent for each patient.

These will always display at the bottom of the Patient Chart in a box labeled **Notifications**. You can then view or resend notifications your staff may have missed. If you do NOT see a **Notifications** box, it means no notifications have been sent for this patient.

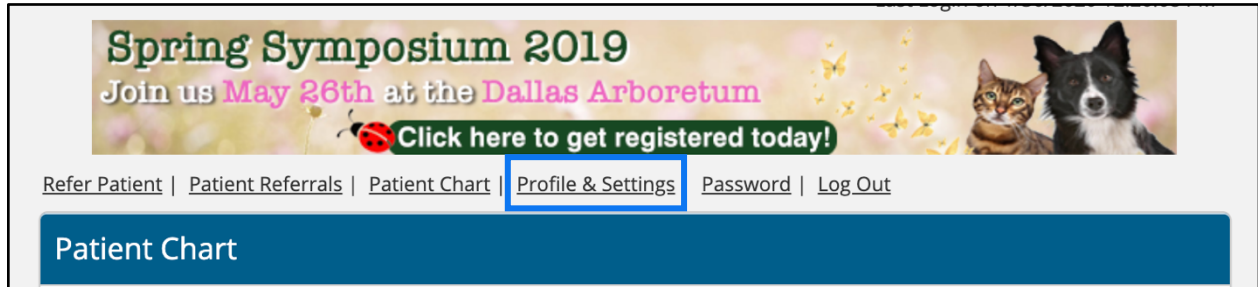
A screenshot of a 'Notifications' section. The header is blue with 'Notifications' and a 'less detail' toggle. Below is a table with columns: Date, Description, Type, Sent To, Details, and Action. Two rows are visible, both dated '12/22/2021'. The first row is for an 'Email' notification sent to 'martin-cook@idexx.com' with 'View' and 'Resend' actions. The second row is for a 'Fax' notification sent to '9188675309' with 'View' and 'Queued' actions. The 'Notifications' header is highlighted with a blue rectangular box.

Date ↓	Description	Type	Sent To	Details	Action
12/22/2021	Patient Update	Email	martin-cook@idexx.com	View	Resend
12/22/2021	Patient Update	Fax	9188675309	View	Queued

Pro Tip: Always check the portal first for available patient information before reaching out to the sDVM for an update. Most medical information flows to the portal as soon as it's ready (i.e. prescriptions, lab results, diagnosis, etc.), and is often available before the final deliverable (i.e. Clinical Summary, SOAP, etc.) is sent.

Profile and Settings

Where you can view, update, or edit your hospital's contact information and notification preferences for the portal.



Notification Settings

You are eligible to receive automatic portal notifications via email, fax, or both. The four types are listed below:

- Check In (when the patient arrives at the sDVM)
- Update (all medical records or attachments are attached to this notification type)
- Check Out (when the patient is discharged from the sDVM)
- Deceased (when the patient passes away at the sDVM)

You will see toggles for each notification type next to the fax and/or email. Toggle to **On** if you want to receive the notification or **Off** if you want to opt out.

****Update notification MUST remain On to receive finalized records.****

You can add additional emails to your account to be notified. Click **Update** once you're done making any changes.

Notification Settings					
Fax Number	Check In	Update	Check Out	Deceased	
(918) 555-2121	<input type="checkbox"/> Off	<input checked="" type="checkbox"/> On	<input type="checkbox"/> Off	<input checked="" type="checkbox"/> On	
Email Addresses	Check In	Update	Check Out	Deceased	+ Add
vseh@rvetlink.com	<input checked="" type="checkbox"/> On	<input checked="" type="checkbox"/> On	<input checked="" type="checkbox"/> On	<input checked="" type="checkbox"/> On	✓ Apply <input type="button" value="Cancel"/>
vsehDVM@rvetlink.com	<input type="checkbox"/> On	<input type="checkbox"/> On	<input type="checkbox"/> On	<input type="checkbox"/> On	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
reception@rvetlink.com	<input type="checkbox"/> On	<input type="checkbox"/> On	<input type="checkbox"/> On	<input type="checkbox"/> On	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
					<input type="button" value="Update"/>