Introduction to the rVetLink Portal

Accessing the Portal

Website
Access the portal through the Guardian Veterinary Specialists website at www.guardianveterinaryspecialists.com or www.guardianvet.com. From there, choose “Portal Login” under the "For Veterinarians" tab.

Pro Tip: Bookmark the portal login page on your browser for future quick access!

Automatic Notifications
Patient notifications via email allow you to quickly access finalized medical documentation directly from an embedded link within the notification. Simply click the link to be redirected to the document of interest. To view more details or continue looking at other charts, log into the portal via the Guardian Veterinary Specialists website.

Veterinary Specialty & Emergency Hospital

PATIENT UPDATE NOTIFICATION

Dear **Small Animal Care,**

We are updating you on your patient **"Scarlet" Lornac**, that you referred to Veterinary Specialty & Emergency Hospital.

Please see the following updated key medical file(s) for more information:
2/2/2018- Step 4: Referral Letter
2/1/2017- Scanned Medical Records - Attachment

To keep you up to date and informed about your patient's progress while in our care, we offer you access to medical notes, lab results, and other specialist updates by visiting our website and logging into the Veterinary Specialty & Emergency Hospital*.

We appreciate your support of Veterinary Specialty & Emergency Hospital. If you have any questions, please call us at **(858) 501-9800.**

Sincerely,

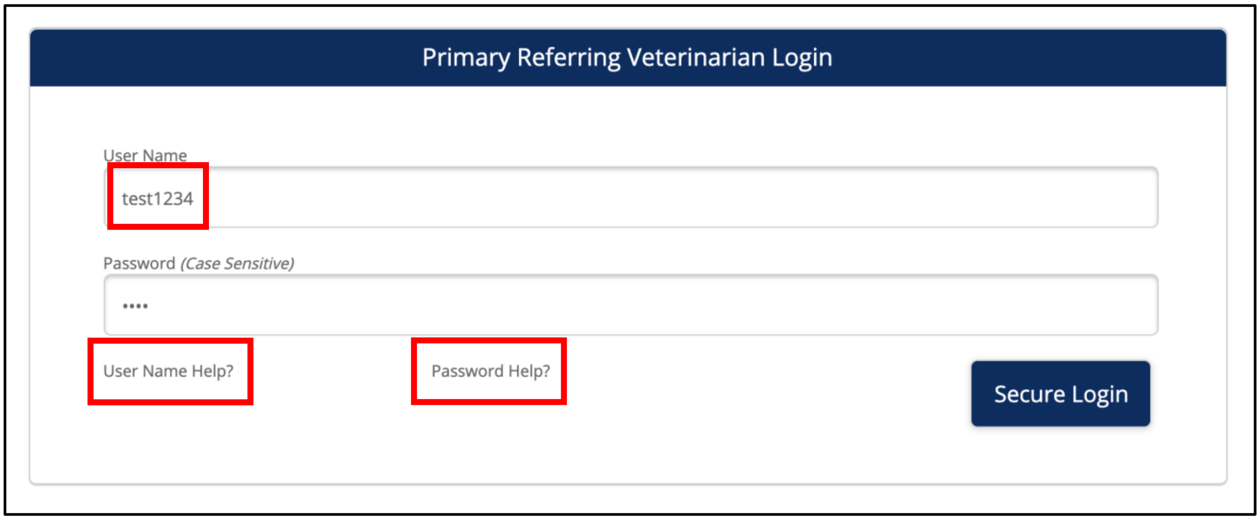
The Doctors and Staff at
Veterinary Specialty & Emergency Hospital

Directly link to the Portal: https://rvetlinkdemo.rvetlink.com. Your username is: demo

We are striving to create an excellent referral experience for you, your clients and your patients and to give you direct access to key medical information as it becomes available. In addition to our traditional emails and faxes, we offer online access to medical notes, lab results, and other specialist updates by visiting our website and logging into the Veterinary Specialty & Emergency Hospital*.

*The online Referral Partner Portal is updated regularly to keep records as current as possible. This is an additional way to learn about your patient's progress while in our care. If this is your first attempt to login, you will be prompted to create a password. If you have trouble remembering your password, please click on "Password Help" on the login page and your password will be emailed to you.

Welcome Letter
A Welcome Letter should have been sent to your hospital's email or fax containing your username, temporary password, and link to the portal. Upon logging into the portal for the first time, you will be prompted to change the password to whatever you'd prefer. Keep in mind, this username and password is on a per <u>CLINIC</u> basis, not individual, so make sure your entire staff is aware of the login credentials in order for them to be able to access it.



User Name Help?
If you forget your username, click on this button. It 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.


Forgot User Name Request

Dear Emily's Pet House

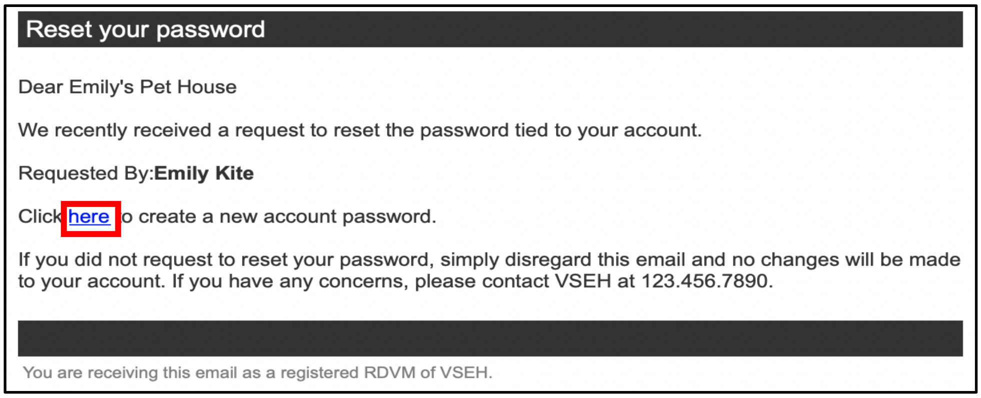
The user name you requested is: **emkite**

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?
If you forget your password, click on this button. It will prompt you to enter your username and ask you who's requesting the password. Once submitted, it will display what email your password reset information will be delivered to in a few minutes. The email will confirm that you requested a new account password and will provide you with an embedded link to do so.


Reset your password

Dear Emily's Pet House

We recently received a request to reset the password tied to your account.

Requested By:**Emily Kite**

Click here to create a new account password.

If you did not request to reset your password, simply disregard this email and no changes will be made to your account. If you have any concerns, please contact VSEH at 123.456.7890.

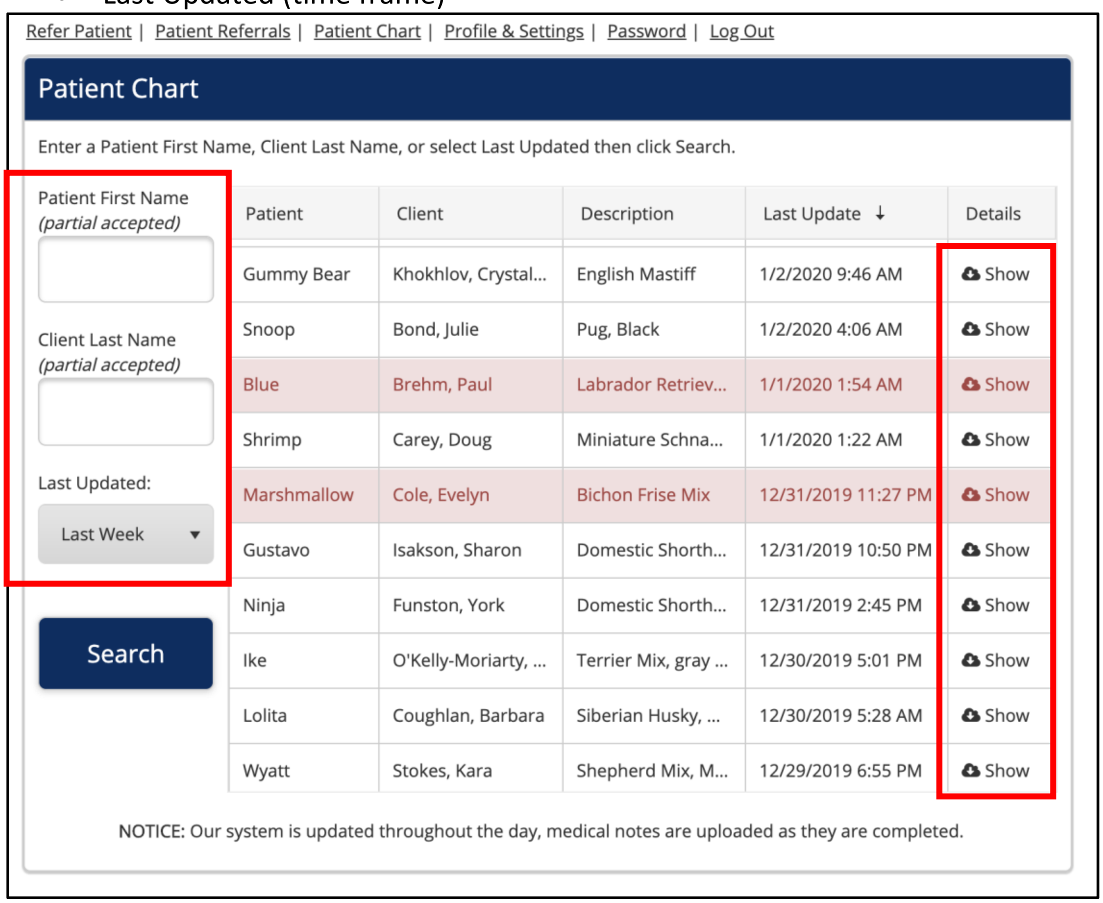
You are receiving this email as a registered RDVM of VSEH.

Pro Tip: If you are unsure what your username or password is, please contact Guardian Veterinary Specialists at 914-704-3400. We can resend your hospital's Welcome Letter that includes your hospital's credentials and a link to the portal.

Patient Chart

This is the home screen of the portal and contains the medical history of patients you have referred to Guardian Veterinary Specialists. 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

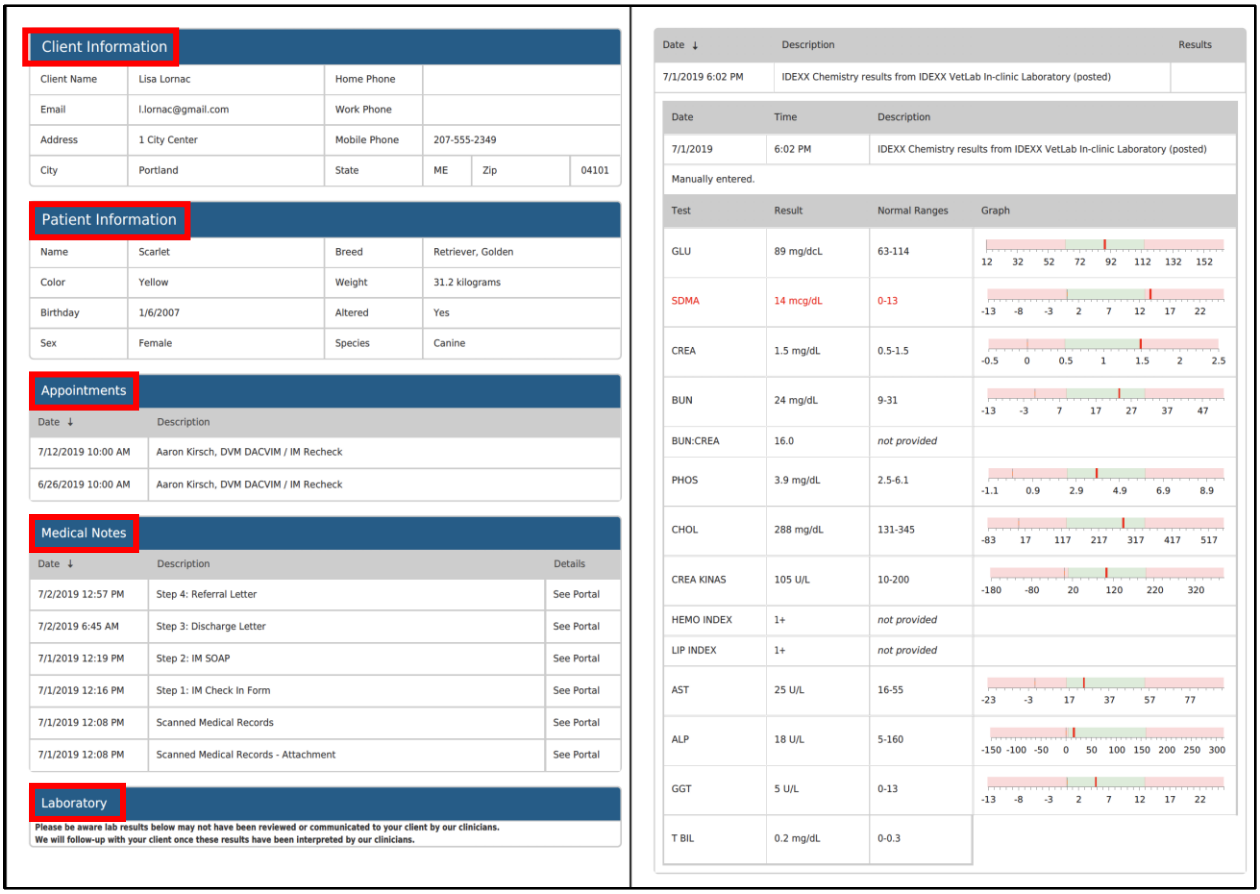
Search

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

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

Once you have found the patient of interest, simply click **Show** on the far right-hand side to display the patient chart below. The patient chart will provide the following medical documentation:

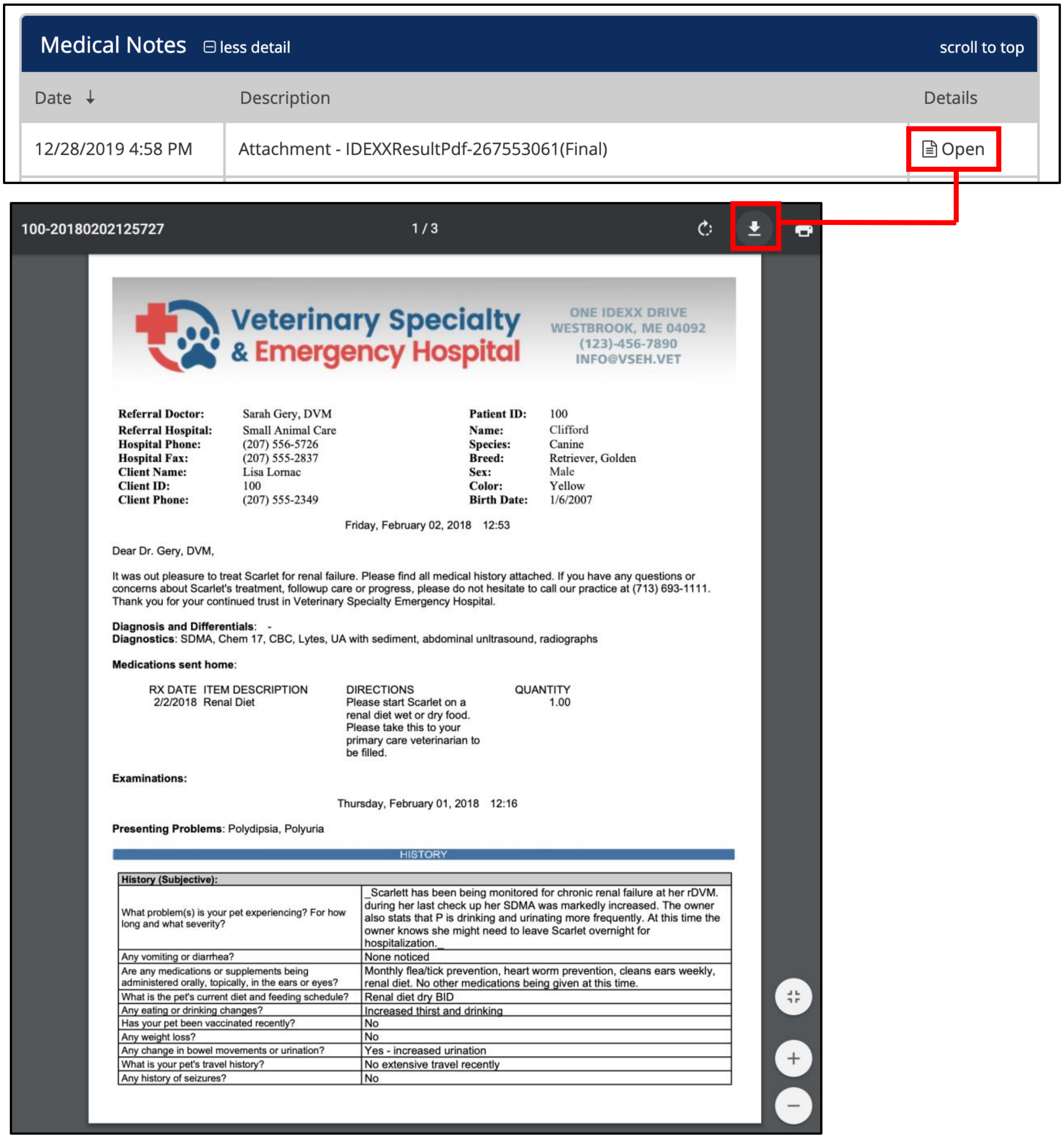
- Client Information
- Patient Information
- Check-In/Out
- Medical Notes
- Diagnosis
- Problems
- Prescriptions
- Procedures
- Diagnostic Results/Laboratory
- Digital Imaging



Downloading Records

To get an overall comprehensive view of the patient's medical history, click the **Patient Chart icon** on the top right-hand side of the **Client Information** box. This will screenshot the patient's chart from which you can view and/or download to your own records.

To download attachments such as images or Medical Notes, click the **Open** icon to the right of the document of interest. The document PDF will be opened in a different tab from which you can download to your records.



Veterinary Specialty & Emergency Hospital

ONE IDEXX DRIVE
WESTBROOK, ME 04092
(123)-456-7890
INFO@VSEH.VET

Referral Doctor:	Sarah Gery, DVM	**Patient ID:**	100
Referral Hospital:	Small Animal Care	**Name:**	Clifford
Hospital Phone:	(207) 556-5726	**Species:**	Canine
Hospital Fax:	(207) 555-2837	**Breed:**	Retriever, Golden
Client Name:	Lisa Lornac	**Sex:**	Male
Client ID:	100	**Color:**	Yellow
Client Phone:	(207) 555-2349	**Birth Date:**	1/6/2007

Friday, February 02, 2018 12:53

Dear Dr. Gery, DVM,

It was out pleasure to treat Scarlet for renal failure. Please find all medical history attached. If you have any questions or concerns about Scarlet's treatment, followup care or progress, please do not hesitate to call our practice at (713) 693-1111. Thank you for your continued trust in Veterinary Specialty Emergency Hospital.

Diagnosis and Differentials: -
Diagnostics: SDMA, Chem 17, CBC, Lytes, UA with sediment, abdominal unltrasound, radiographs

Medications sent home:

RX DATE	ITEM DESCRIPTION	DIRECTIONS	QUANTITY
2/2/2018	Renal Diet	Please start Scarlet on a renal diet wet or dry food. Please take this to your primary care veterinarian to be filled.	1.00

Examinations:

Thursday, February 01, 2018 12:16

Presenting Problems: Polydipsia, Polyuria

HISTORY

History (Subjective):	
What problem(s) is your pet experiencing? For how long and what severity?	_Scarlett has been being monitored for chronic renal failure at her rDVM. during her last check up her SDMA was markedly increased. The owner also stats that P is drinking and urinating more frequently. At this time the owner knows she might need to leave Scarlet overnight for hospitalization._
Any vomiting or diarrhea?	None noticed
Are any medications or supplements being administered orally, topically, in the ears or eyes?	Monthly flea/tick prevention, heart worm prevention, cleans ears weekly, renal diet. No other medications being given at this time.
What is the pet's current diet and feeding schedule?	Renal diet dry BID
Any eating or drinking changes?	Increased thirst and drinking
Has your pet been vaccinated recently?	No
Any weight loss?	No
Any change in bowel movements or urination?	Yes - increased urination
What is your pet's travel history?	No extensive travel recently
Any history of seizures?	No

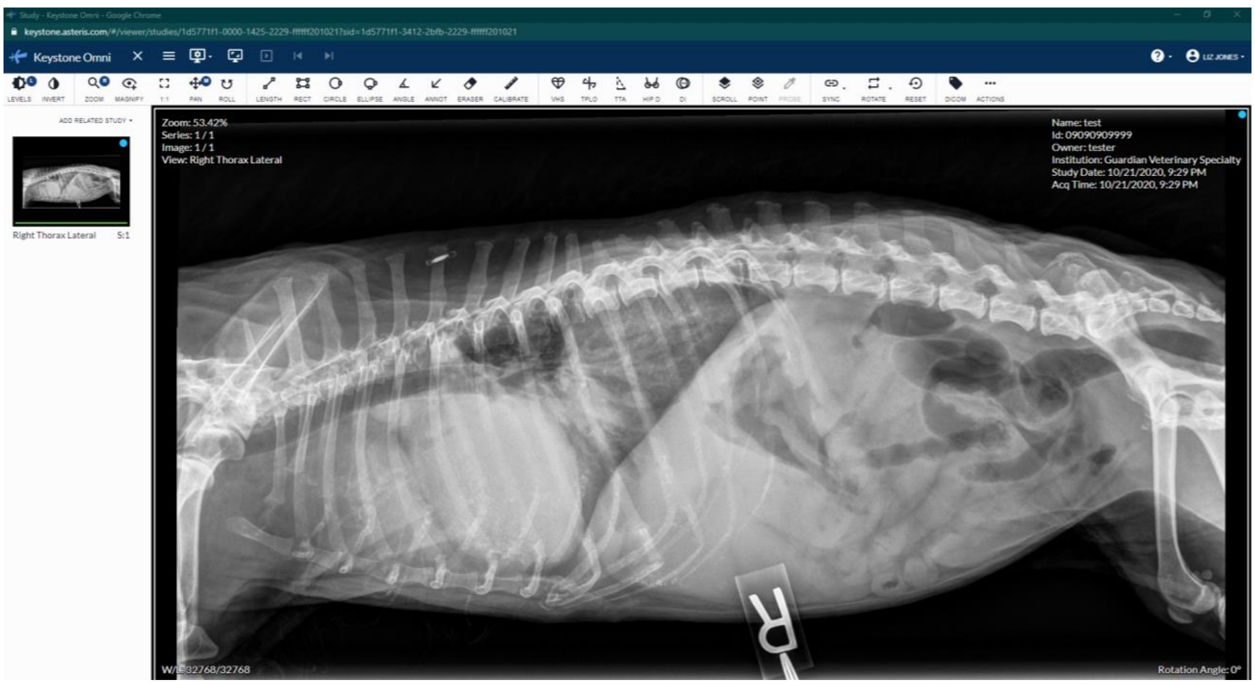
Pro Tip: Attachments must be downloaded individually, so get in the practice of downloading medical documents to your own files after each patient visit to keep your files updated with the most relevant information.

Imaging

The portal is able to integrate with Keystone (our imaging software) to allow you to access diagnostic imaging directly from the patient chart. Click **Open** next to the image of interest to be taken to the image within Keystone Omni's viewer. From here, you can review and download the image to your records.

Digital Images ⊟ less detail — scroll to top

Date ↓	Description	Modality	Images	Details
10/9/2019 7:54 PM	2019-10-09 19:54:30	Digital Radiography	2	Opened
10/9/2019 3:14 AM	2019-10-09 03:14:33	Digital Radiography	2	Open



Profile and Settings

To update your hospital's contact information and/or notification settings, click the **Profile and Settings** tab located above the patient chart. *-Please note it is important to keep this information current since this is the way the portal knows how and where to send medical documentation to.*

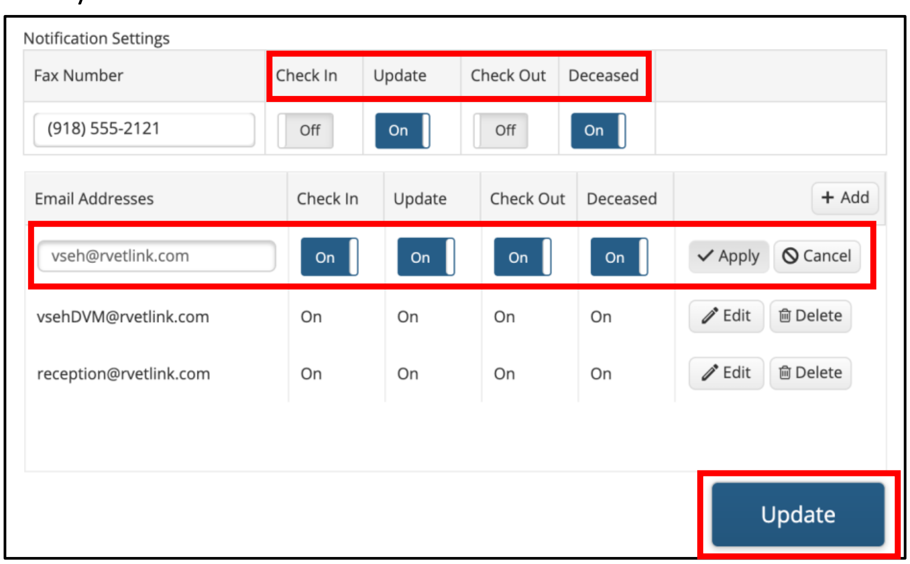
Notification Settings

You have the option to receive notifications via email, fax, or both. As a reminder, there are four notification types that you can opt in for including:

- Check In
- Update
- Check out
- Deceased

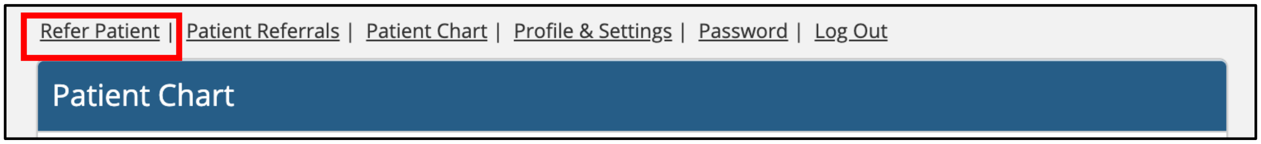
You can determine which notifications you'd like to receive for each fax or email. For example, you may only want to receive update and deceased notifications via fax but would prefer to receive all four notification types via email.

You may only enter one fax but can add as many emails as you'd like. Make sure to click **Update** once you're done.



eReferral

To securely submit a referral through the portal, click the **Refer Patient** tab above the Patient Chart to the far left. See below for a breakdown of each page within the referral submission.

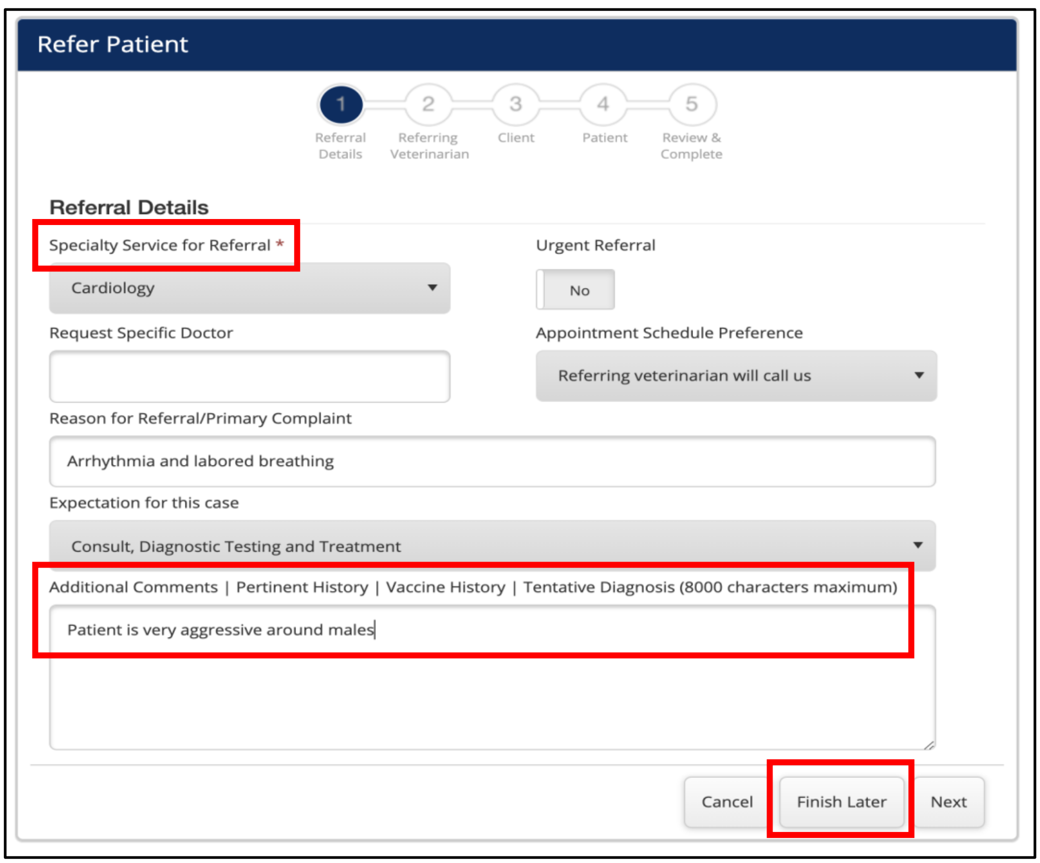


Referral Details

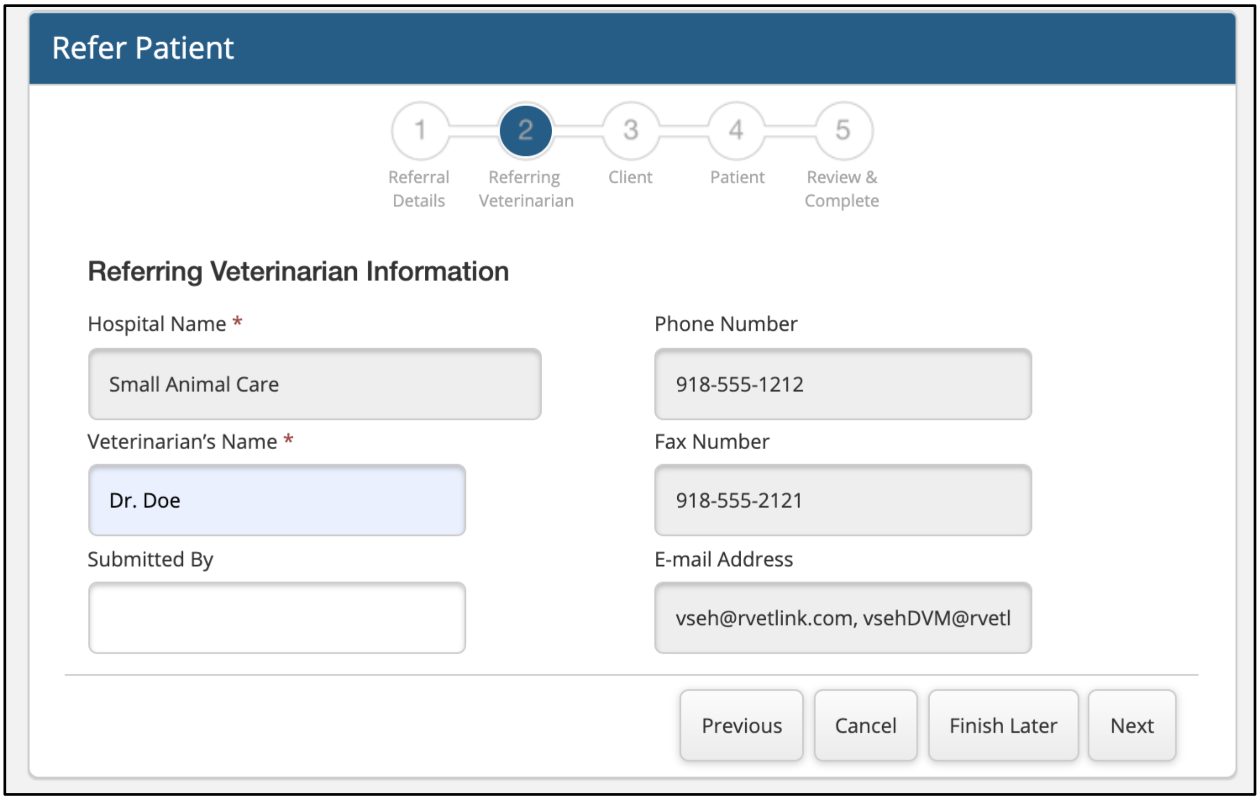
Describes what specialty service this referral needs and general reason for the referral. The **Additional Comments** section at the bottom is intended for you to include any notes you'd like to pass along to Guardian Veterinary Specialists regarding the referral that may not be found in the submission.

Fields marked with a **red asterisk** are the fields that are required in order to submit the referral.

If you don't have enough time to complete a referral submission in its entirety, click the **Finish Later** button at the bottom of the submission. You will be able to access this referral from the **Patient Referrals** tab (for more information on Patient Referrals, see below).



Referring Veterinarian
Describes the information of the Referring Veterinarian. If your **Profile and Settings** tab is completely filled out, most of the fields on the submission will be auto-filled with your contact information besides the **Veterinarian's Name** and **Submitted By** fields.



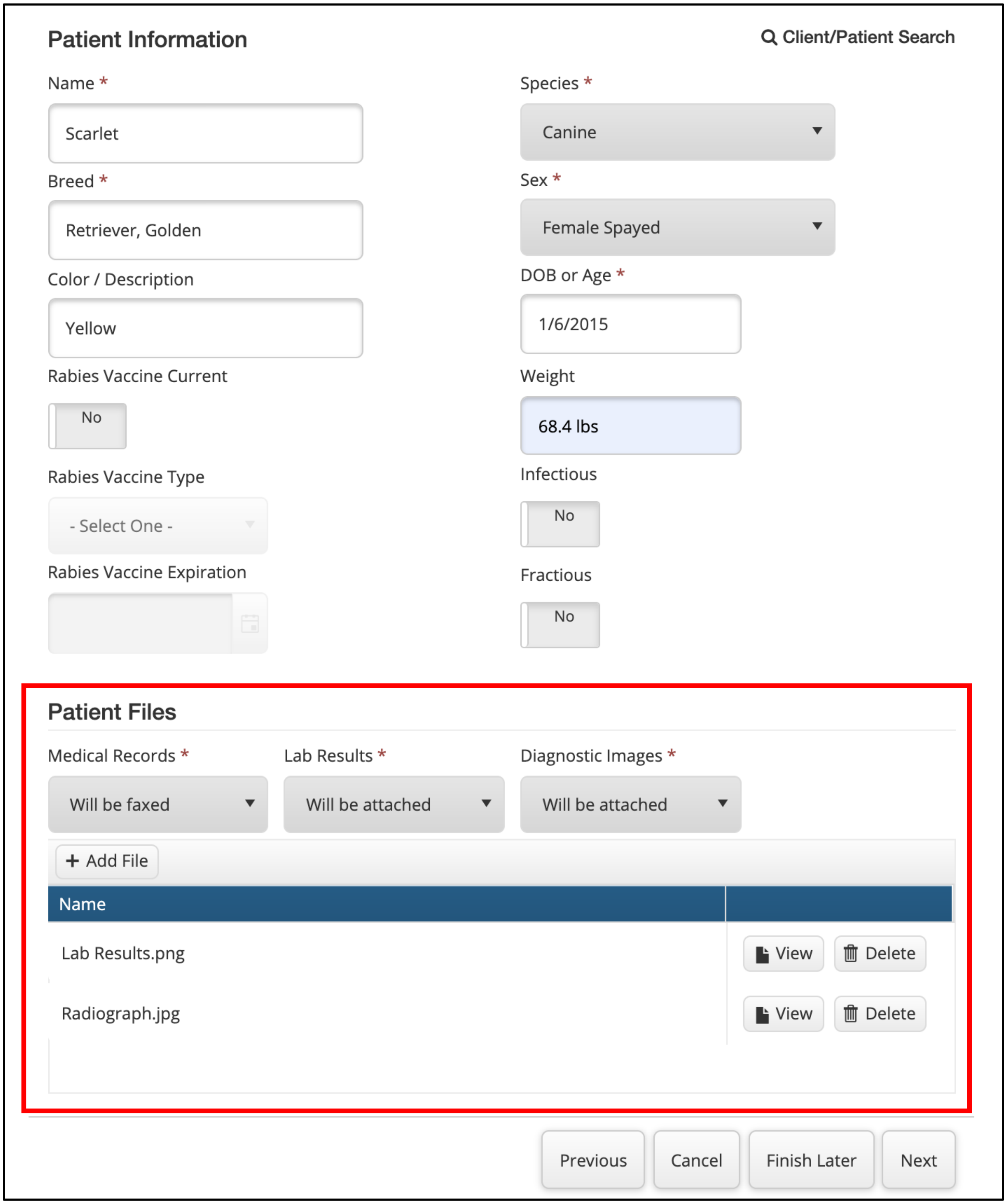
Client and Patient
These two tabs are the bulk of the referral submission and describe both client and patient details. Both these tabs also contain the new **Auto-fill Feature** which you can opt in for if you have one of three eligible practice management software programs including:

- Cornerstone
- Avimark
- Impromed

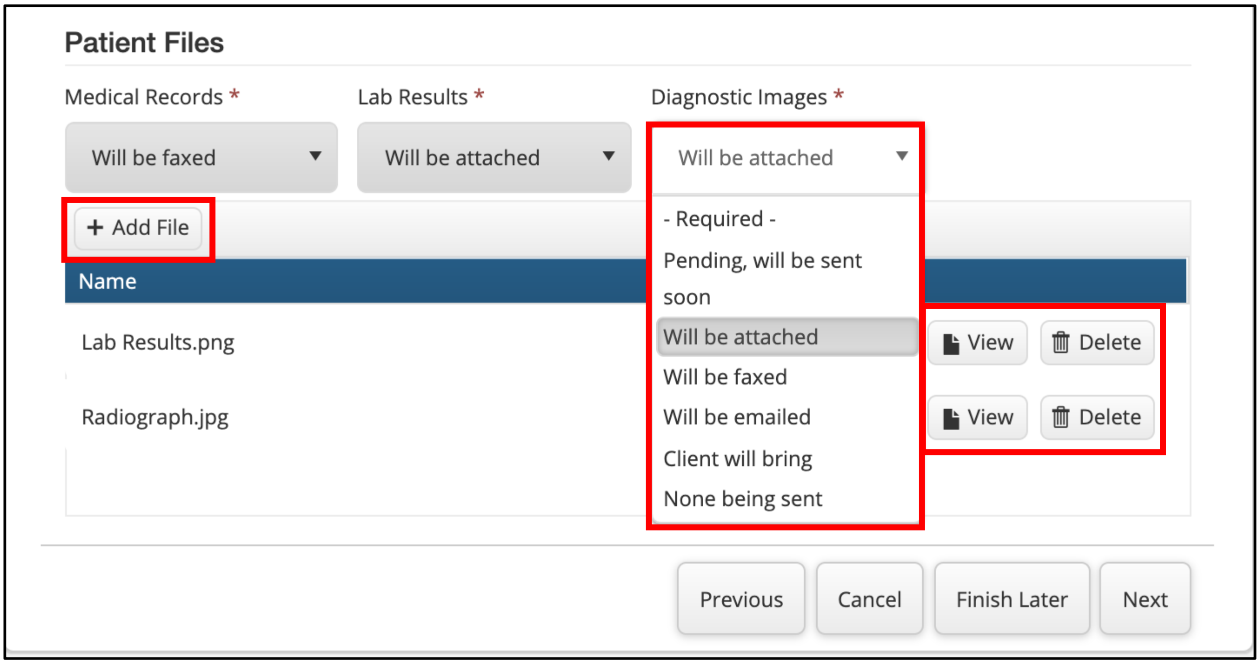
The Auto-fill Feature will allow you to search for the patient/client you are referring by accessing your hospital's patient records. Once you select the patient of interest, any client or patient information available in your records will be directly pulled over into the **Client** and **Patient** tabs, auto-filling up to 80% of the entire eReferral submission!

Patient Files

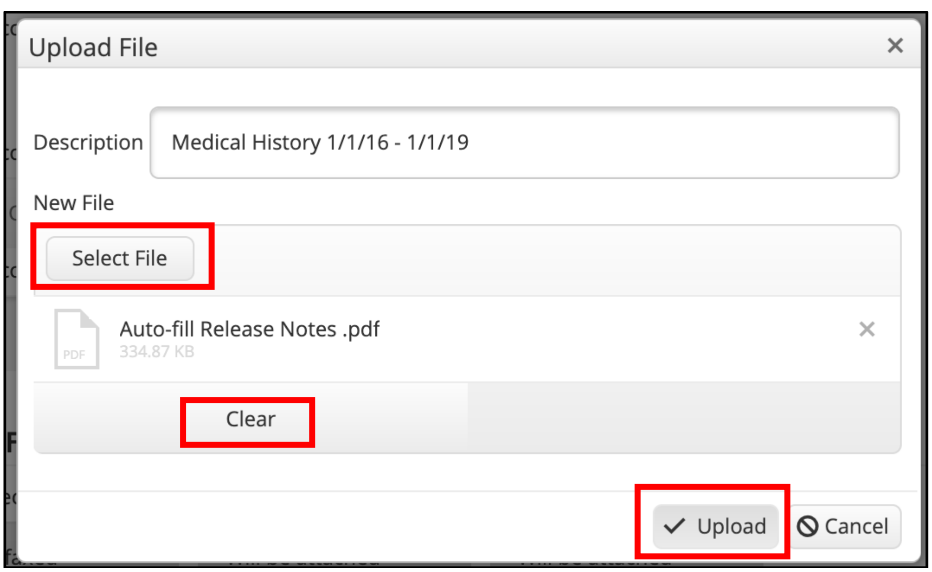
At the bottom of the **Patient** tab, you will have the option to directly attach patient files to the eReferral submission.



Click the drop-down option under the **Medical Records**, **Lab Results**, and **Diagnostic Images** options to select the method in which you intend to deliver the medical documentation. If you do not use electronic records, please select a non-electronic method of delivery, such as faxing, sending with client, etc. To add a file, click the **Add File** document. You have the option to **View** or **Delete** the file after it has been uploaded.



Type in a description of the document you intend to upload then click **Select File** to access your computer's files. Click the file you wish to upload and click **Open**. The file should appear in the box directly below the **Select File** button. Click **Clear** if you wish to upload a different file or **Upload** if you are satisfied with the file you selected. Repeat process for as many files as you'd like.

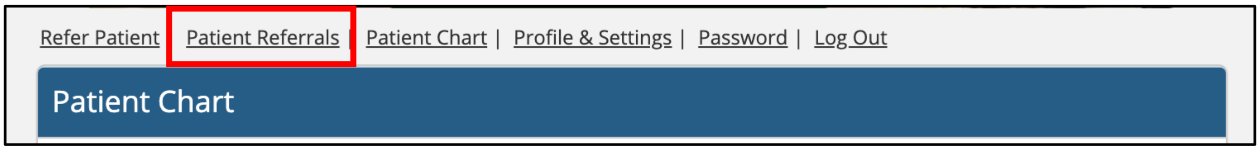


Review & Complete

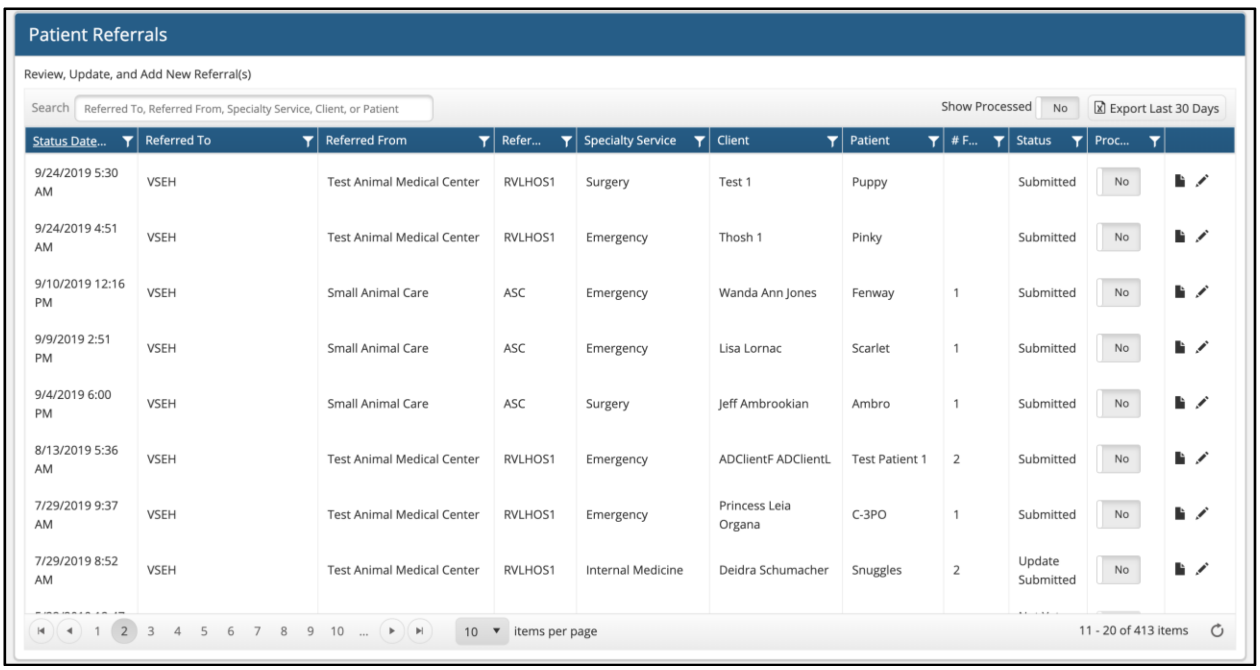
The last page of the eReferral submission asks you to review the information you inputted to confirm accuracy. After reviewing and if you are ready to submit your eReferral to Guardian Veterinary Specialists, click the **Submit** button at the bottom of the page.

Patient Referrals

To access saved or previously submitted eReferrals, click the **Patient Referrals** tab above the Patient Chart, second to the left.

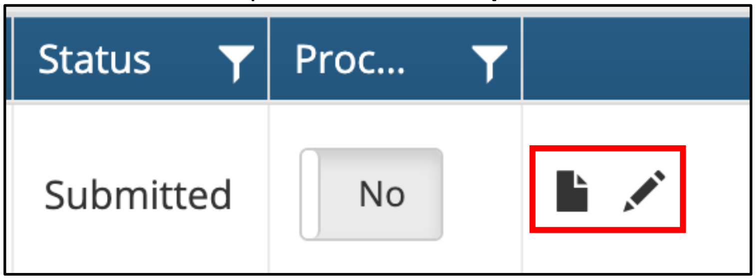


This is a "virtual filing cabinet" of all referrals made through the portal (will not display referrals made outside of the portal). Referrals will automatically be sorted by relevance with the most recent referrals appearing at the top.

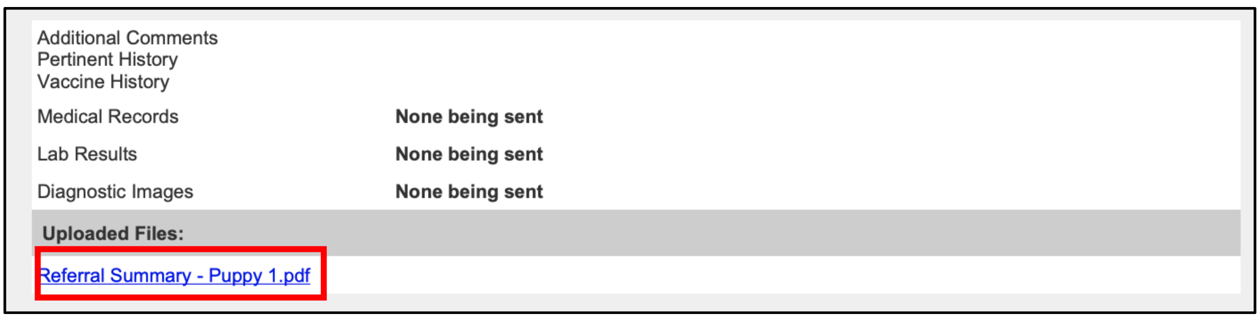


Status Date...	Referred To	Referred From	Refer...	Specialty Service	Client	Patient	# F...	Status	Proc...	
9/24/2019 5:30 AM	VSEH	Test Animal Medical Center	RVLHOS1	Surgery	Test 1	Puppy		Submitted	No	
9/24/2019 4:51 AM	VSEH	Test Animal Medical Center	RVLHOS1	Emergency	Thosh 1	Pinky		Submitted	No	
9/10/2019 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	

Submitted Referrals
You will have the option to **View** or **Update** the referral.

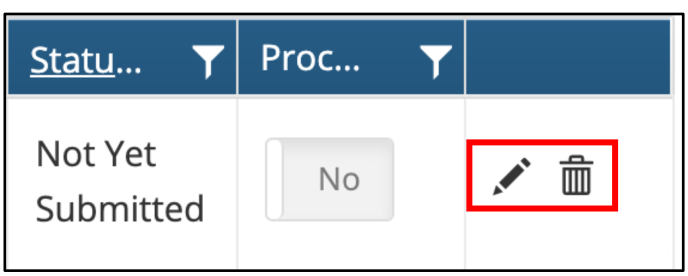


To view the eReferral, click the **paper icon** located on the far right. A separate tab will appear with a PDF copy of the submitted referral. If you scroll down to the bottom, you can click on the embedded links to view the medical documents that were attached to the referral (if applicable).



To update the eReferral, click the **pencil icon** to the right of the paper icon. You will be brought back to the referral submission where you can update or edit information accordingly. Click **Submit** at the bottom of the eReferral submission when you are finished.

Non-submitted Referrals
For non-submitted eReferrals, you have the option to edit or delete the referral.

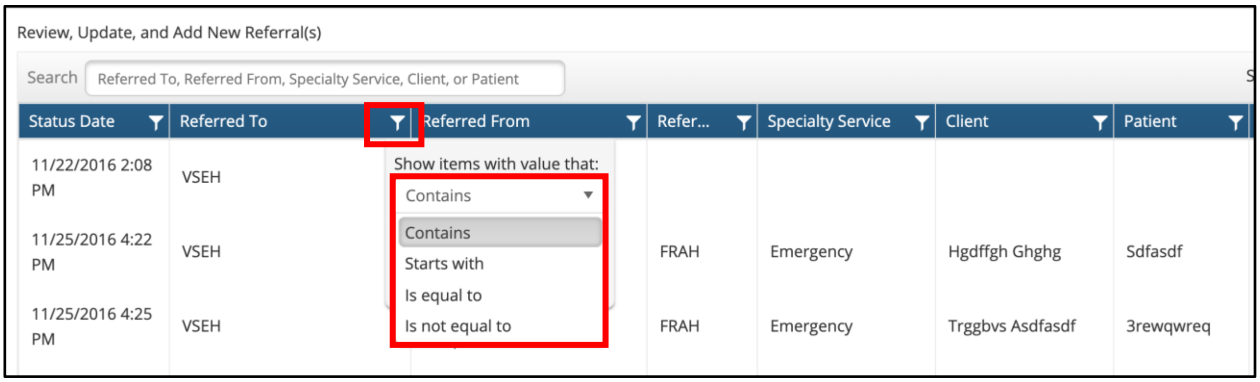


To edit the eReferral, click the pencil icon located on the far right and complete the same steps as you would to update an eReferral (see above). To delete the eReferral, click the trashcan icon located to the right of the pencil icon.
Data Management

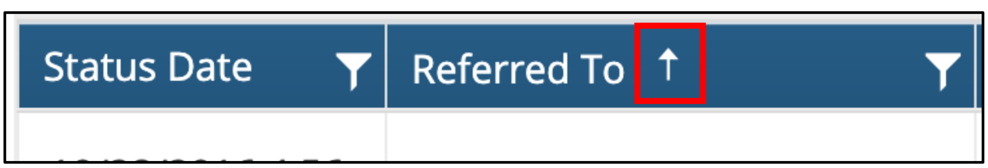
If you'd like to filter the data, simply click the **filter icon** to the right of the category of interest. A dialog box will appear asking you to select how you'd like the information to be filtered. You can show items with value that:

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

Click **Filter** once done for the information to filter according to the preferences selected. Click the filter icon again and click **Clear** if you'd like to remove the filter.



If you'd like 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** indicating that the data is now sorted in **ascending** order. If you'd like to sort it in **descending** order, click the arrow again for it to point **downwards**. If you'd like to remove the sort, click the arrow for a third time.



You can choose to export this data to excel for easier data manipulation/review by clicking the **Export to Excel** option at the top right-hand side.