

# Introduction to the rVetLink Portal

## Accessing the Portal

### Website

Access the portal through the Guardian Veterinary Emergency website at [www.guardianvet-eroc.com](http://www.guardianvet-eroc.com). From there, choose "For Veterinarians" to access the portal login page.

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 Emergency 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 **(888) 501-9800**.

Sincerely,

The Doctors and Staff at  
Veterinary Specialty & Emergency Hospital

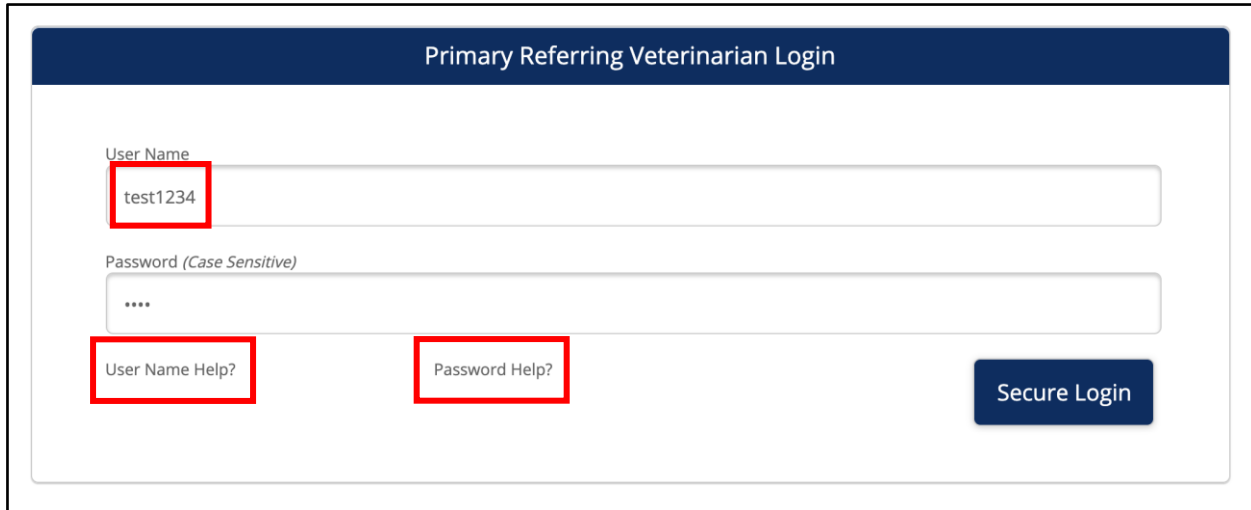
Directly link to the Portal: <https://rvetlinkdemo.rvetlink.com>. Your username is: demo

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 CLINIC 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.



Primary Referring Veterinarian Login

User Name  
test1234

Password (Case Sensitive)  
\*\*\*\*

User Name Help? Password Help? Secure Login

## 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 Emergency at 845-692-0260. 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 Emergency. 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

Client Information					
Client Name	Lisa Lornac	Home Phone			
Email	ljornac@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 lab 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	Graph
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

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.

Client Information	Patient Chart
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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.

Medical Notes <span>▢ less detail</span>		scroll to top
Date ↓	Description	Details
12/28/2019 4:58 PM	Attachment - IDEXXResultPdf-267553061(Final)	

100-20180202125727
1 / 3







**Referral Doctor:** Sarah Gery, DVM

**Referral Hospital:** Small Animal Care

**Hospital Phone:** (207) 556-5726

**Hospital Fax:** (207) 555-2837

**Client Name:** Lisa Lomac

**Client ID:** 100

**Client Phone:** (207) 555-2349

**Patient ID:** 100

**Name:** Clifford

**Species:** Canine

**Breed:** Retriever, Golden

**Sex:** Male

**Color:** Yellow

**Birth Date:** 1/6/2007

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

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 ultrasound, 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

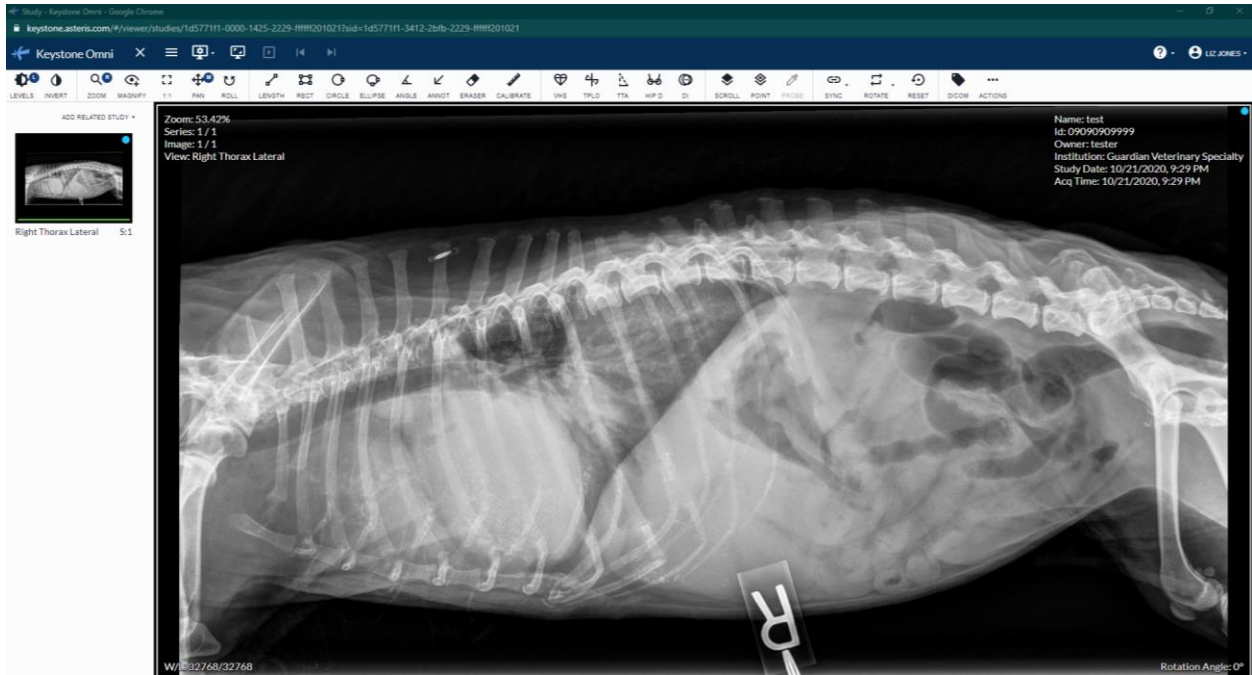
History (Subjective):	
What problem(s) is your pet experiencing? For how long and what severity?	_ Scarlet has been being monitored for chronic renal failure at her rDVM. during her last check up her SDMA was markedly increased. The owner also states that P is drinking and urinating more frequently. 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 <span>less detail</span>				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.

The screenshot shows the 'Notification Settings' form. It has two main sections: 'Fax Number' and 'Email Addresses'. The 'Fax Number' section has a text input field with '(918) 555-2121' and four toggle buttons: 'Check In' (Off), 'Update' (On), 'Check Out' (Off), and 'Deceased' (On). The 'Email Addresses' section has a table with columns for 'Email Addresses', 'Check In', 'Update', 'Check Out', 'Deceased', and actions. The first row is highlighted with a red box and contains 'vseh@rvetlink.com' with all four notification toggles set to 'On' and 'Apply' and 'Cancel' buttons. Below it are two more rows for 'vsehDVM@rvetlink.com' and 'reception@rvetlink.com', both with 'On' for all notifications and 'Edit' and 'Delete' buttons. At the bottom right of the form is a large blue 'Update' button, also highlighted with a red box.

Fax Number	Check In	Update	Check Out	Deceased
(918) 555-2121	Off	On	Off	On

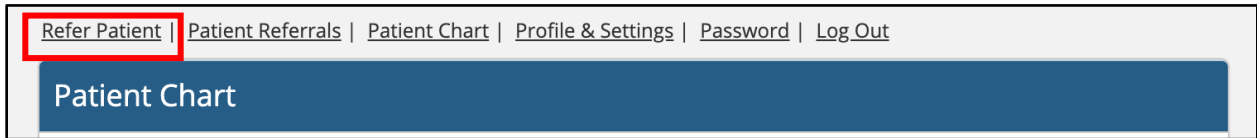
  

Email Addresses	Check In	Update	Check Out	Deceased	
vseh@rvetlink.com	On	On	On	On	✓ Apply ✕ Cancel
vsehDVM@rvetlink.com	On	On	On	On	✎ Edit 🗑 Delete
reception@rvetlink.com	On	On	On	On	✎ Edit 🗑 Delete

Update

## 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.

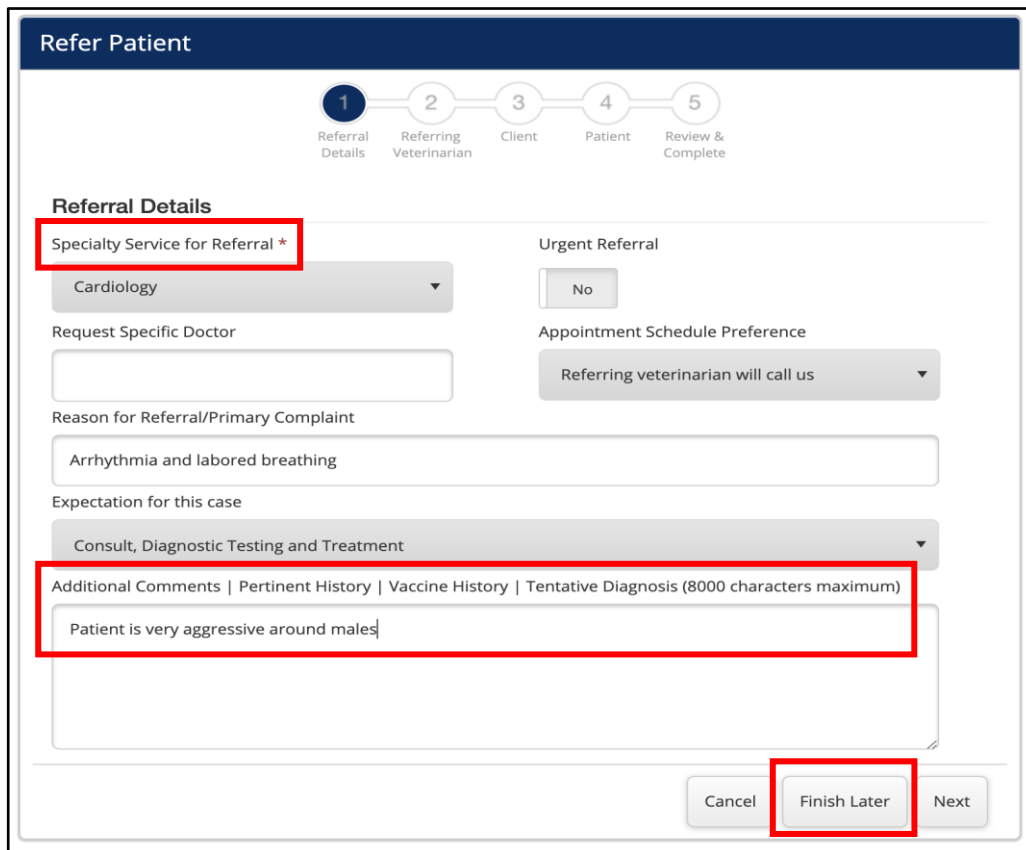


### Referral Details

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 Emergency 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).



A screenshot of the 'Refer Patient' form. At the top, there is a progress indicator with five steps: 1. Referral Details (highlighted), 2. Referring Veterinarian, 3. Client, 4. Patient, and 5. Review & Complete. The 'Referral Details' section contains several fields: 'Specialty Service for Referral \*' (a dropdown menu with 'Cardiology' selected, highlighted with a red box), 'Urgent Referral' (a button with 'No' selected), 'Request Specific Doctor' (an empty text input field), 'Appointment Schedule Preference' (a dropdown menu with 'Referring veterinarian will call us' selected), 'Reason for Referral/Primary Complaint' (a text input field with 'Arrhythmia and labored breathing'), 'Expectation for this case' (a dropdown menu with 'Consult, Diagnostic Testing and Treatment' selected), and 'Additional Comments | Pertinent History | Vaccine History | Tentative Diagnosis (8000 characters maximum)' (a large text area with 'Patient is very aggressive around males' entered, highlighted with a red box). At the bottom right, there are three buttons: 'Cancel', 'Finish Later' (highlighted with a red box), and 'Next'.



## 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.

### Refer Patient

1 — 2 — 3 — 4 — 5  
Referral Details — Referring Veterinarian — Client — Patient — Review & Complete

#### Referring Veterinarian Information

Hospital Name *	Phone Number
<input type="text" value="Small Animal Care"/>	<input type="text" value="918-555-1212"/>
Veterinarian's Name *	Fax Number
<input type="text" value="Dr. Doe"/>	<input type="text" value="918-555-2121"/>
Submitted By	E-mail Address
<input type="text"/>	<input type="text" value="vseh@rvetlink.com, vsehDVM@rvetl"/>

## 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.

### Patient Information

Q Client/Patient Search

Name \*  
Scarlet

Breed \*  
Retriever, Golden

Color / Description  
Yellow

Rabies Vaccine Current  
No

Rabies Vaccine Type  
- Select One -

Rabies Vaccine Expiration

Species \*  
Canine

Sex \*  
Female Spayed

DOB or Age \*  
1/6/2015

Weight  
68.4 lbs

Infectious  
No

Fractious  
No

### Patient Files

Medical Records \*    Lab Results \*    Diagnostic Images \*

Will be faxed    Will be attached    Will be attached

+ Add File

Name	
Lab Results.png	View  Delete
Radiograph.jpg	View  Delete

Previous    Cancel    Finish Later    Next

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.

The screenshot shows the 'Patient Files' interface. It has three columns: 'Medical Records \*', 'Lab Results \*', and 'Diagnostic Images \*'. Each column has a dropdown menu for delivery method. The 'Diagnostic Images \*' dropdown is open, showing options: '- Required -', 'Pending, will be sent soon', 'Will be attached', 'Will be faxed', 'Will be emailed', 'Client will bring', and 'None being sent'. The 'Will be attached' option is highlighted. Below the dropdowns is a '+ Add File' button. A table lists files: 'Lab Results.png' and 'Radiograph.jpg'. Each file has 'View' and 'Delete' buttons. At the bottom are 'Previous', 'Cancel', 'Finish Later', and 'Next' buttons.

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.

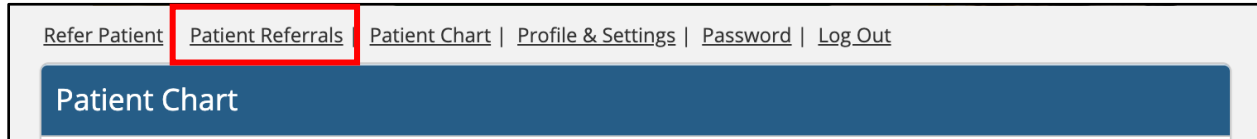
The screenshot shows the 'Upload File' dialog box. It has a 'Description' field with the text 'Medical History 1/1/16 - 1/1/19'. Below it is a 'New File' section with a 'Select File' button. A file named 'Auto-fill Release Notes .pdf' (334.87 KB) is shown with a PDF icon and a close button. Below the file list is a 'Clear' button. At the bottom right are 'Upload' and 'Cancel' buttons.

## 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 Emergency, 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.

A screenshot of the 'Patient Referrals' interface. At the top, there is a search bar and options for 'Show Processed' (set to 'No') and 'Export Last 30 Days'. Below this is a table with the following columns: Status, Date, Referred To, Referred From, Refer..., Specialty Service, Client, Patient, # F..., Status, and Proc... The table contains several rows of referral data. At the bottom, there is a pagination control showing '10' items per page and '11 - 20 of 413 items'.

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.

Status	Proc...	
Submitted	No	 



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).

Additional Comments	
Pertinent History	
Vaccine History	
Medical Records	None being sent
Lab Results	None being sent
Diagnostic Images	None being sent
<b>Uploaded Files:</b>	
<a href="#">Referral Summary - Puppy 1.pdf</a>	

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.

Statu...	Proc...	
Not Yet Submitted	No	 

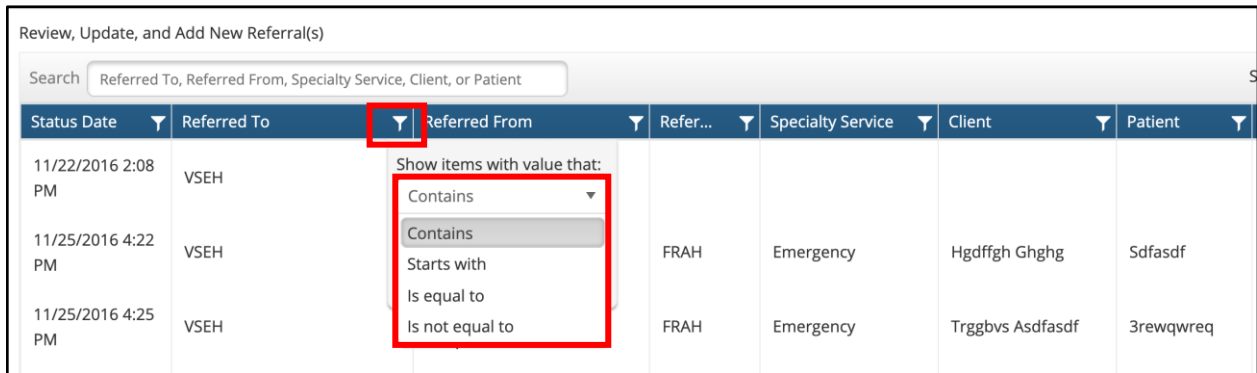
To edit the eReferral, click the pencil icon located on the far right and complete the same steps as you would to update an eReferral (see above). To delete the eReferral, click the trashcan icon located to the right of the pencil icon.

### 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.



Review, Update, and Add New Referral(s)

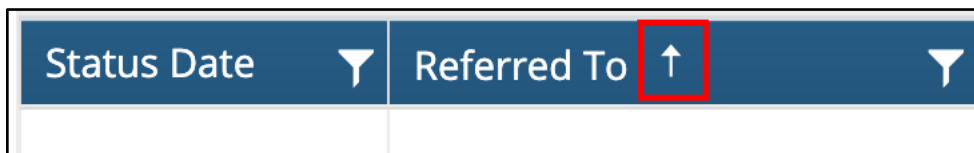
Search Referred To, Referred From, Specialty Service, Client, or Patient

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

Filter dropdown menu options:

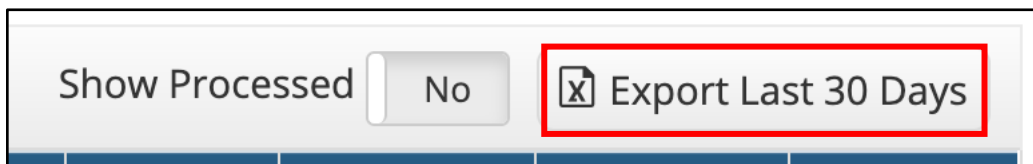
- Contains
- Starts with
- Is equal to
- Is not equal to

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.



Status Date	Referred To
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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.



Show Processed  No  Export Last 30 Days