


Intro to Portal Guide

Accessing the Portal

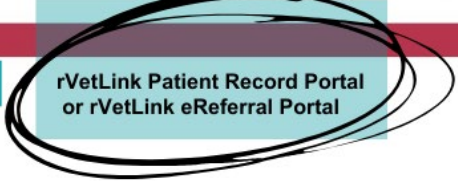
Website

Access the portal through the Dogs and Cats Emergency & Specialty (DCVR) website at www.dcvetreferral.com. From there, go to Vet Community at the top of the page, and select the option for rVetLink Patient Records Portal or rVetLink eReferral Portal.

Step 1: Click on Vet Community



Step 2: Select



The image shows a screenshot of the Dogs and Cats Emergency & Specialty (DCVR) website. The navigation bar includes links for 'About Us', 'Services', 'Pet Owners', 'Vet Community', 'Appointments', and 'Emergencies'. The 'Vet Community' link is highlighted, and a dropdown menu is visible below it, containing the options 'rVetLink Patient Record Portal' and 'rVetLink eReferral Portal'. Below the navigation bar, the text 'rVetLink Login Portal' is displayed. Below this, there is a 'Primary Referring Veterinarian Login' form with fields for 'User Name' and 'Password (Case Sensitive)', along with 'User Name Help?' and 'Password Help?' links, and a 'Secure Login' button.

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 DCVR 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.

Logging In

Welcome Letter

When the portal goes live, a Welcome Letter will be sent to your hospital's email 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 DCVR at **301-809-8800**. 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 DCVR. 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 Retrie...	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 (if applicable):

- Client Information
- Patient Information
- Check-In/Out
- Appointments
- Medical Notes
- Prescriptions
- Procedures
- Diagnostic Results/Laboratory
- Digital Imaging (**Coming soon!**)

Client Information					
Client Name	Lisa Lornac	Home Phone			
Email	Llornac@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	

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 less detail scroll to top		
Date ↓	Description	Details
12/28/2019 4:58 PM	Attachment - IDEXXResultPdf-267553061(Final)	Open

100-20180202125727
1 / 3

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 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?	_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 pef'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 (coming soon!)

The portal is able to integrate with Asteris 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 Asteris Keystone'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

SCARLET LORNAC LISA LO...
2019-10-09 19:54:30 - 15982-1-201802071651... 10/09/2019

2019-10-09 19:54:30
2019-10-09 19:54:30
15982-1-201802071651...
10/09/2019 2:54 PM

Lisa Lornac, Scarlet...
Lisa Lornac, Unknown
15 years, 1 month
Male
Patient ID: [B12345]
IDEXX

10/09/19 2:54 PM

10/08/19 10:14 PM


Calibrated: false
DX

Series 1 of 1
Image 1 of 2

[Privacy](#)

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.*



Spring Symposium 2019
Join us May 26th at the Dallas Arboretum
Click here to get registered today!

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

Patient Chart

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.

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	
vseh@rvetlink.com	<input checked="" type="checkbox"/> On	<input checked="" type="checkbox"/> On	<input checked="" type="checkbox"/> On	<input checked="" type="checkbox"/> On	<input checked="" type="button" value="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"/>

Update

Show Processed ☐ No