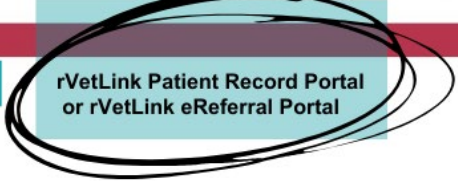# Intro to Portal Guide

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.

**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.

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.

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 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 (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	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 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/dcL	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

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 (*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.

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.