

## Referral Portal Guide

We are pleased to introduce the new Virginia Veterinary Centers Referral Portal. This communication portal allows your practice to submit referrals to VVC and access medical records by logging into a secure and convenient portal on our website.

### How To Submit Your Referrals:



**OPTION 1 (Preferred):** WC Referral Portal. See instructions on following pages.

**OPTION 2:** Submit a Referral Form at [virginiaveterinarycenters.com/veterinarians/referral-form](http://virginiaveterinarycenters.com/veterinarians/referral-form).

**OPTION 3:** Download, print, fill out and fax to:

**Fredericksburg**

Fax: 540.736.0319

**Midlothian**

Fax: 804.744.4842

**Richmond**

Fax: 804.353.9271

**OPTION 4:** Call the hospital directly to refer cases.

**Fredericksburg**

Phone: 540.372.3470

**Midlothian**

Phone: 804.744.9800

**Richmond**

Phone: 804.353.9000

### How To Submit Your Referrals:

1

Visit [VirginiaVeterinaryCenters.com/Referral-Portal](http://VirginiaVeterinaryCenters.com/Referral-Portal), or click “**Access Referral Portal**” in the Veterinarians section of [VirginiaVeterinaryCenters.com](http://VirginiaVeterinaryCenters.com)

Log in using the following credentials for your practice:

Username: \_\_\_\_\_

Password: \_\_\_\_\_

Primary Referring Veterinarian Login

User Name

Password (Case Sensitive)

User Name Help? Password Help?

**Secure Login**

☐ Remember Me

## Referral process continued...

2

Click **Patient Referrals** in the top-left menu

The screenshot shows the 'Profile & Settings' page. At the top, a navigation bar contains links: 'Patient Referrals' (highlighted with a green circle), 'Reports', 'Profile & Settings', 'Password', and 'Log Out'. Below the navigation bar, the page title is 'Profile & Settings'. A message states: 'After your changes are complete, Please click Update.' The form contains fields for: Clinic Name (Virginia Veterinary Centers), Address (1301 Central Park Boulevard), Address 2, City (Fredericksburg), State (VA), Zipcode / Postal Code (22401), and Phone (540.372.3470). There is also a 'Show Search Results At Login' dropdown set to 'Last Week' and an 'Update' button at the bottom right.

3

Click **Refer Patient**

The screenshot shows the 'Patient Referrals' page. At the top, a navigation bar contains links: 'Close and Return to Portal X', 'Patient Referrals', and 'Refer Patient' (highlighted with a green circle). Below the navigation bar, the page title is 'Patient Referrals'. A message states: 'Review, Update, and Add New Referral(s)'. There is a search bar with the placeholder text 'Referred To, Referred From, Specialty Service, Client, or Patient'. To the right of the search bar are buttons for 'Show Processed' (set to 'No') and 'Export to Excel'. Below the search bar is a table with columns: 'Status Date', 'Client', 'Patient', and 'Processed'. At the bottom of the page, there is a pagination bar showing '0' items per page and 'No items to display'.

4

**Complete Referral Form**  
(Note: You can save this form and complete it later if you need to pause.)

The screenshot shows the 'Refer Patient' form. At the top, a navigation bar contains links: 'Close and Return to Portal X', 'Patient Referrals', and 'Refer Patient'. Below the navigation bar, the page title is 'Refer Patient'. A progress bar at the top shows five steps: 1. Referral Details, 2. Referring Veterinarian, 3. Client, 4. Patient, and 5. Review & Complete. The form contains several sections: 'Referral Details' with a dropdown for 'Referral Practice' (set to 'Red Bridge Animal Clinic'), a dropdown for 'Specialty Service for Referral' (set to '- Select One -'), and a text field for 'Request Specific Doctor'. There is also a section for 'How do we schedule an appointment with this client?' with options 'Immediate Referral', 'Referral This Week', and 'Non-Emergency'. Below these are text fields for 'Reason for Referral/Primary Complaint', 'Expectation for this case', and 'Additional Comments | Pertinent History | Vaccine History | Tentative Diagnosis (8000 characters maximum)'. At the bottom right, there are three buttons: 'Cancel', 'Finish Later', and 'Next' (highlighted with a green circle).

# FEATURES AND BENEFITS OF THE VVC REFERRAL PORTAL

- + View all of your referrals in one place – organized chronologically.

Referring DVM: Red Bridge Animal Clinic

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

Patient First Name (partial accepted)	Patient	Client	Description	Last Update ↓	Details
	Taylor	Weiss, Bobbi	Domestic Short ...	10/11/2018 9:16 PM	Show
	Bruno	Inzerillo, Tim	Teacup Yorkie, B...	10/11/2018 7:07 PM	Show
	Aki	Byank, Aubrey	Boxer, Tan	10/9/2018 2:15 PM	Show
	Kismet	Dini-Todaro, Jen	Domestic Long H...	10/5/2018 9:27 AM	Show
	Zelda	Zvolensky, Jett	Lab Mix, Black	10/4/2018 1:16 PM	Show
	Judy	Tyson, William	Lab Mix, Brown	10/4/2018 8:31 AM	Show
	Atom	Napolitano, Carl	Pit Bull Terrier, T...	10/3/2018 10:44 PM	Show
	Benny	Pitre, Michael	Chihuahua, Fawn	10/2/2018 4:52 AM	Show
	Hazel	Warren, Jess	Newfoundland M...	9/28/2018 4:12 PM	Show
	Gypsy	Gillman, Elizabeth	Sharpei, Red Fawn	9/21/2018 11:08 AM	Show

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

- + Receive notifications, and customize your settings so you get the important updates you want.

Notification Settings

Fax Number	Check In	Update	Check Out	Deceased
	On	On	On	On

Email Addresses	Check In	Update	Check Out	Deceased	
	Off	On	Off	On	+ Add
					Edit Delete

- + View your specific patient's data.

Patient Information (ID:25309D) Refer Patient

Name	Taylor	Breed	Domestic Short Hair
Color	Black/Gray Tabby	Weight	12 lbs
Birthday	10/11/2011	Altered	Yes
Sex	Male	Species	Feline

Laboratory less detail scroll to top

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
10/11/2018 9:02 PM	EPOC, Catalyst Dx, ProCyte Dx	Show

Medications less detail scroll to top

Date ↓	Description	Quantity	Notes
10/11/2018 9:16 PM	Robenacoxib (Onsior) 6mg	3	Show

- + Access lab results, imaging, and medications - all at your fingertips.

Laboratory less detail scroll to top

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
10/11/2018 9:02 PM	EPOC, Catalyst Dx, ProCyte Dx	Hide

Date	Time	Description	Lab
10/11/2018	9:02 PM	EPOC, Catalyst Dx, ProCyte Dx	

Test	Result	Normal Ranges	Graph
pO2	45.3 mmHg	24.0-54.0	
cSO2	80.7 %	40.0-90.0	
pCO2	33.7 mmHg	30.0-47.0	
Bicarbonate	20.0 mmol/L	16.0-28.0	

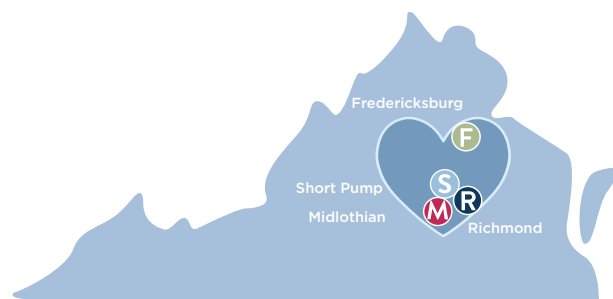
Medications less detail scroll to top

Date ↓	Description	Quantity	Notes
10/11/2018 9:16 PM	Robenacoxib (Onsior) 6mg	3	Hide

give 1 tab by mouth once a day



EMERGENCY & SPECIALTY



**SHORT PUMP LOCATION COMING SOON!**

## Our Services

- Dentistry & Oral Surgery
- Dermatology & Allergy
- Diagnostic Imaging
- Emergency & Critical Care
- Internal Medicine
- Oncology
- Ophthalmology
- Radioactive Iodine Therapy (I-131)
- Surgery
- Urgent Care

### **F** FREDERICKSBURG

1301 Central Park Boulevard  
Fredericksburg, VA 22401  
Phone: 540.372.3470  
Fax: 540.736.0319

### **M** MIDLOTHIAN

2460 Colony Crossing Place  
Midlothian, VA 23112  
Phone: 804.744.9800  
Fax: 804.744.4842

### **R** RICHMOND

3312 West Cary Street  
Richmond, VA 23221  
Phone: 804.353.9000  
Fax: 804.353.9271

## Have Questions?

Please contact your Referral Relationship Managers:

### FREDERICKSBURG

Alex Rynkiewicz, Referral Relationship Manager  
Alex.Rynkiewicz@virginiavetcenters.com | 540.940.7604

### RICHMOND & MIDLOTHIAN

Marilee Mason, Referral Relationship Manager  
Marilee.Mason@virginiavetcenters.com | 540.425.6165

Corey Tipton, Referral Relationship Manager  
Corey.Tipton@virginiavetcenters.com | 513.348.6554

Or Scan Here:



Access the VVC Referral Portal at:  
**[VirginiaVeterinaryCenters.com/Referral-Portal](https://VirginiaVeterinaryCenters.com/Referral-Portal)**