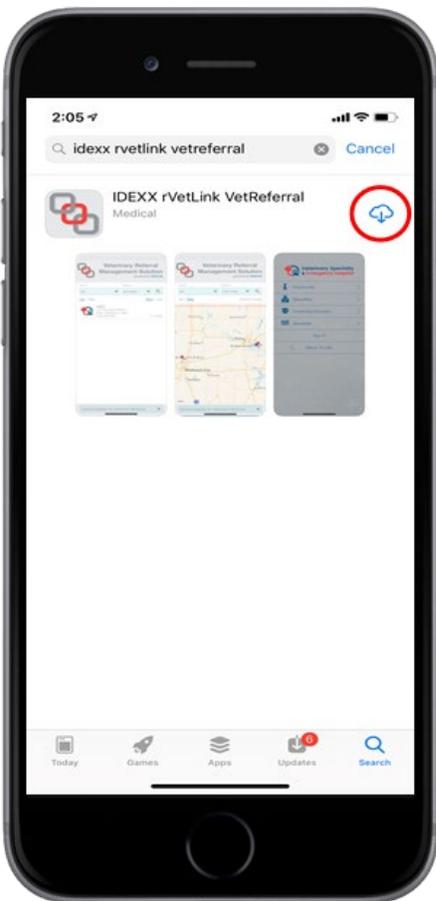


rVetLink is now available on your mobile phone

Follow the steps below to download the rVetLink* app to your mobile phone, find specialty hospitals, refer patients, and view important patient medical information.

Download the app

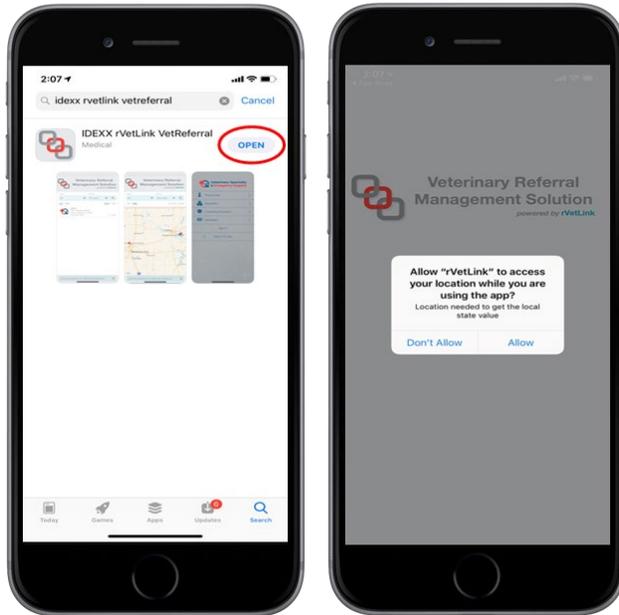
1. Open the **App Store** or **Google Play* Store**.
2. Search for **IDEXX rVetLink VetReferral**.
3. Click the download button to install the app on your phone.



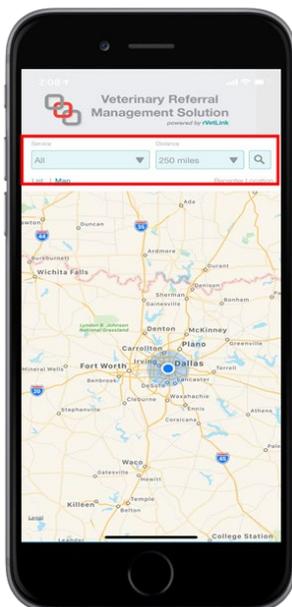
Use the app

Set location preferences:

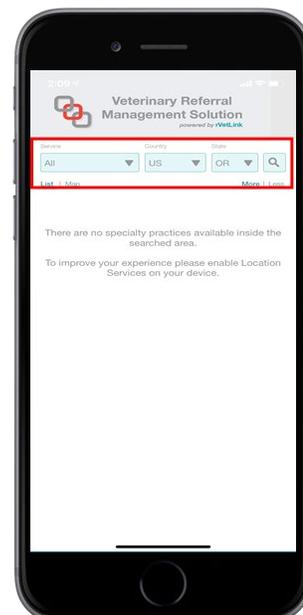
1. Once the app is downloaded, click the **Open** button to launch the app.
A message asks you to allow the app to **access your location**.



2. If you choose **Allow** (recommended): The app can locate hospitals near your current location where you can refer patients.
The app can determine your location **only** while you are using the app.



3. If you choose **Don't Allow**: The app cannot determine your location.
You must manually select the country and state in which you'd like to locate a hospital for patient referrals.



Find a hospital:

Choose your preferred way to find the hospital you want to refer clients and patients to.

Note: If you have turned off location access for the app, the Distance option will be replaced with Country and City fields. You will need to select the Country and the City so the app can locate hospitals in that region.

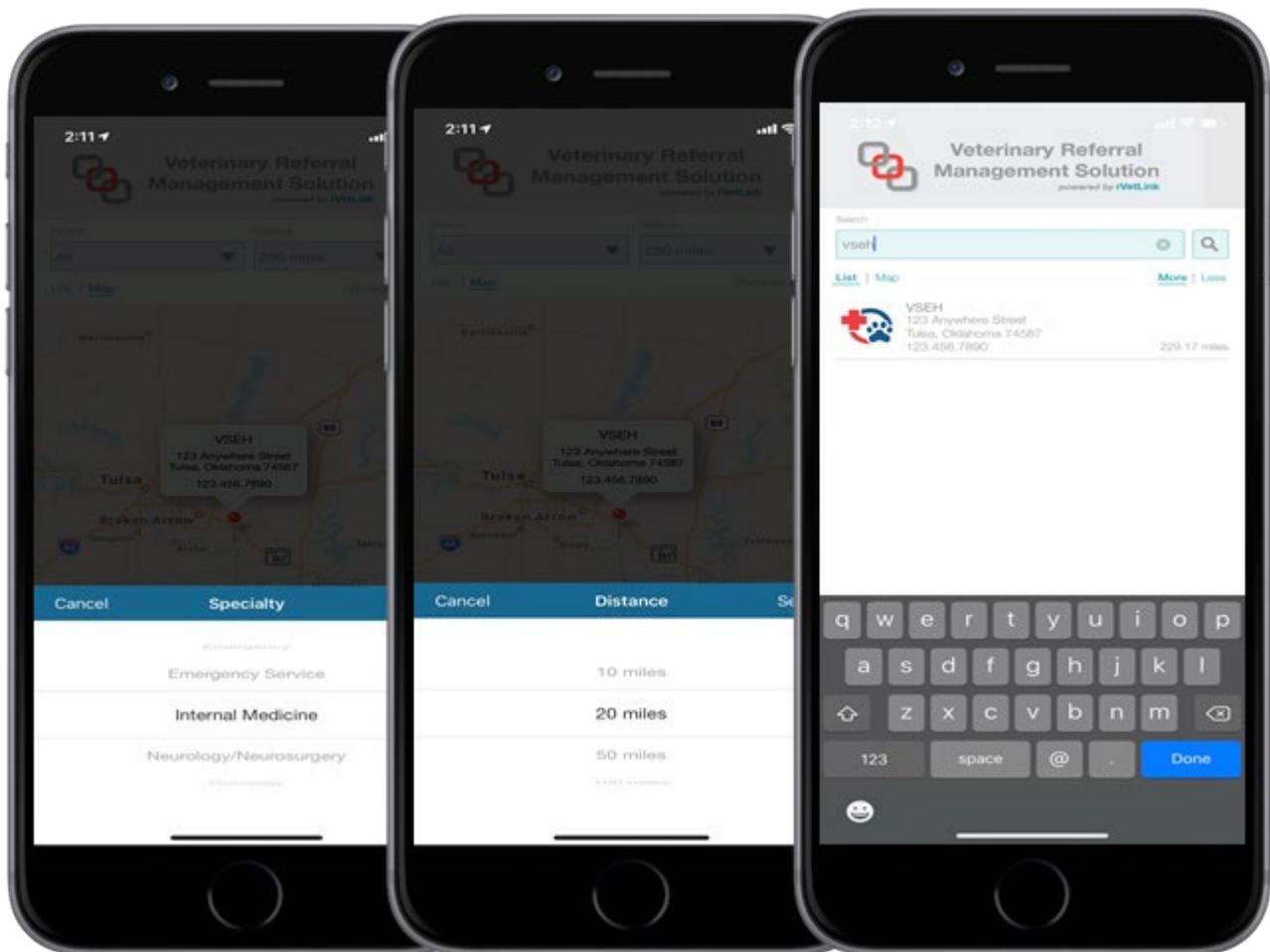
Service: This option lets you look up hospitals based on what services they provide, such as dermatology, oncology, etc.

TIP: If no hospitals are returned, increase the **Distance** range.

Distance: The app locates specialty hospitals within the range you select.

TIP: If no hospitals are returned, increase the range to see more options.

Hospital Name: Click the magnifying glass icon to search for a specialty hospital by name. As you type, a list of hospitals begins to appear.

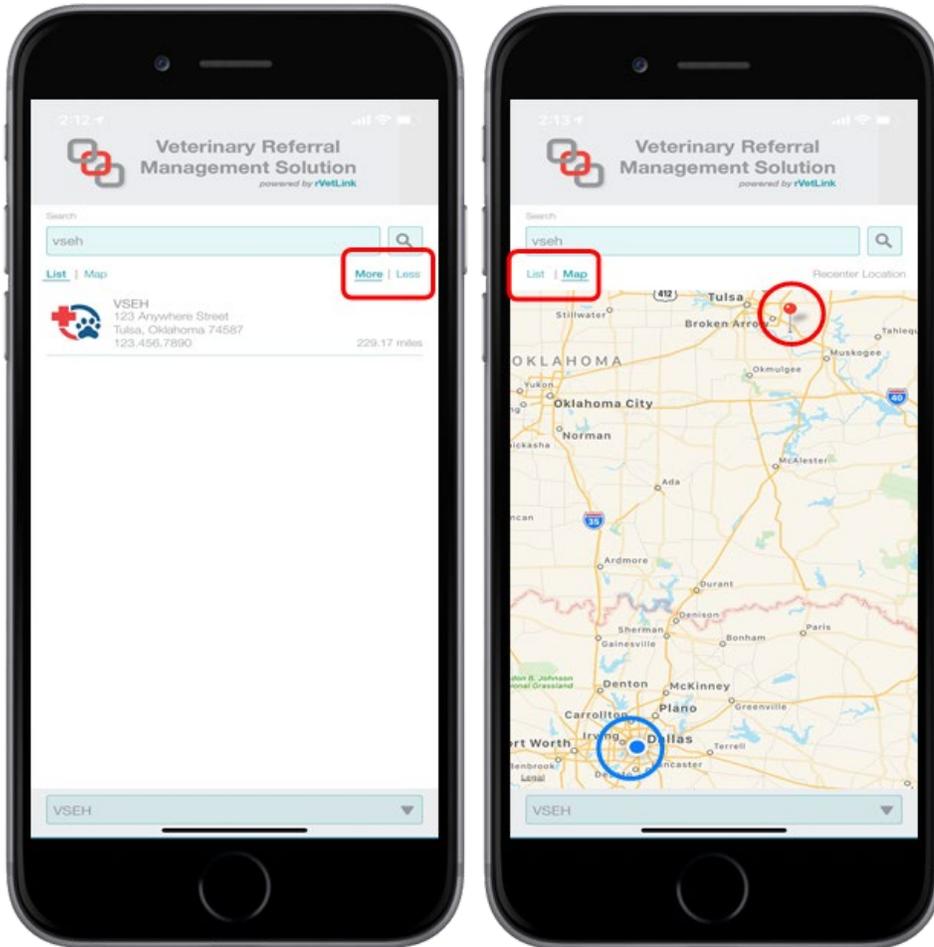


Set display preferences for your search results:

List view: Shows a list of hospitals matching your search specifications, sorted from nearest to farthest.

More/Less: If you select More, you see the hospital's logo, address, and other contact information. If you select Less, only the hospital's name appears.

Map view: Shows a map with nearby hospitals that match your search specification indicated by **red pins**; your location is indicated by a pulsing **blue dot**.



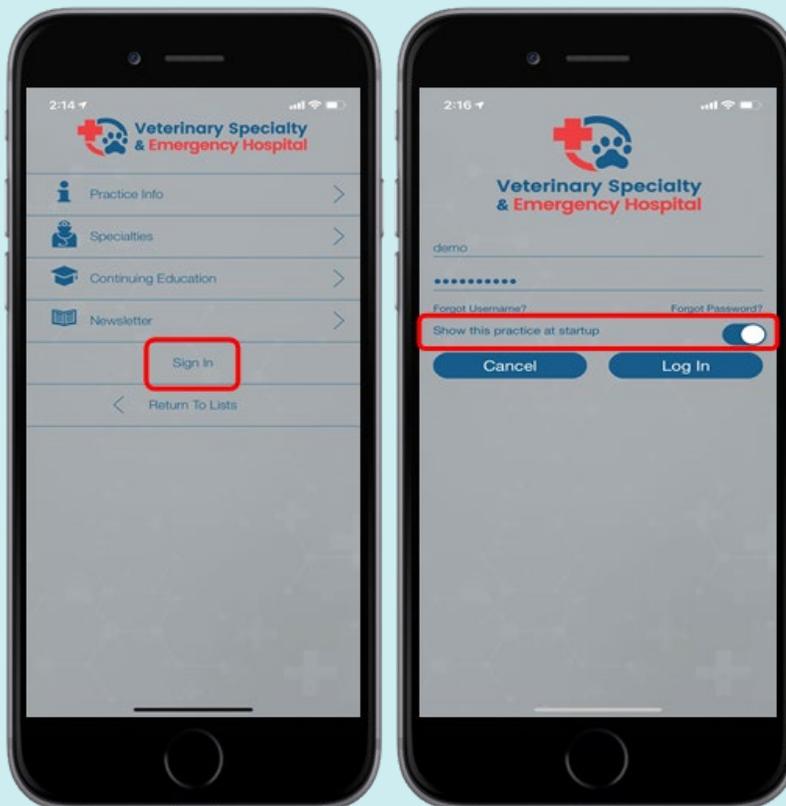
Select a hospital and log in:

1. Select the hospital you'd like to refer a patient to. A login page opens, which may include additional hospital information, such as the following (not all hospitals provide every item):
 - **Practice Info:** Contact information and directions for the hospital location(s)
 - **Specialties:** A list of specialties currently offered and at which locations
 - **Continuing Education:** Upcoming continuing education (CE) opportunities at the hospital
 - **Newsletter:** Access and signup options for the hospital's newsletter
 - **Service Estimations:** Treatment estimates for hospital procedures.
2. Click **Sign In** to log in to the hospital's rVetLink* portal. Use the same username and password you use to log in to the portal from your computer. If you do not have these credentials and have not used the hospital's portal before, contact the hospital to arrange access to their system.

Set the default referral hospital (displayed when you start the app):

1. Log in as described above.
2. Select **Show this practice at startup**.

Every time you open the app, the hospital's portal home page appears, without your having to search for and select the hospital.



If you forgot your username or password:

- Click **Forgot Username**.

The app redirects you to a page prompting you to enter your clinic's email address. The address is case sensitive, so be sure to include capitalization where appropriate.

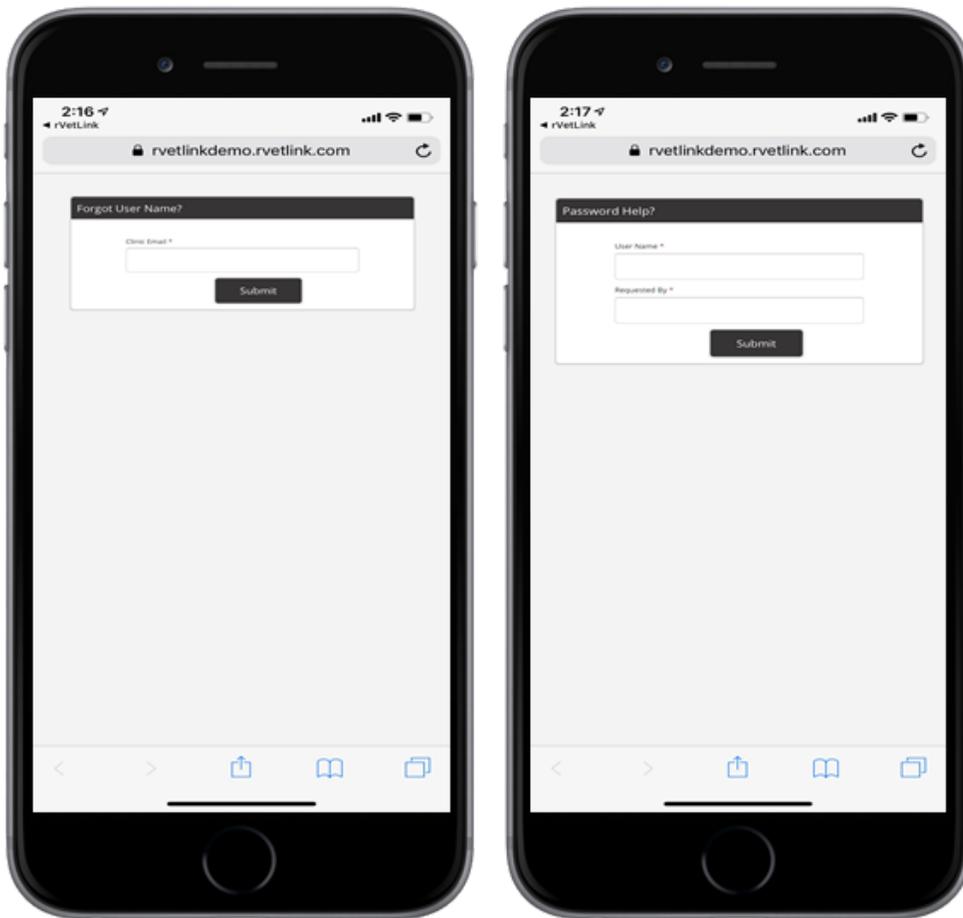
Shortly after clicking Submit, you will receive an email with the subject line "Forgot User Name Request," containing your clinic's username.

TIP: If the rVetLink portal on your computer remembers your username/password for you, you can log in on the computer and check email addresses under the **Profile and Settings** tab.

- Click **Forgot Password**.

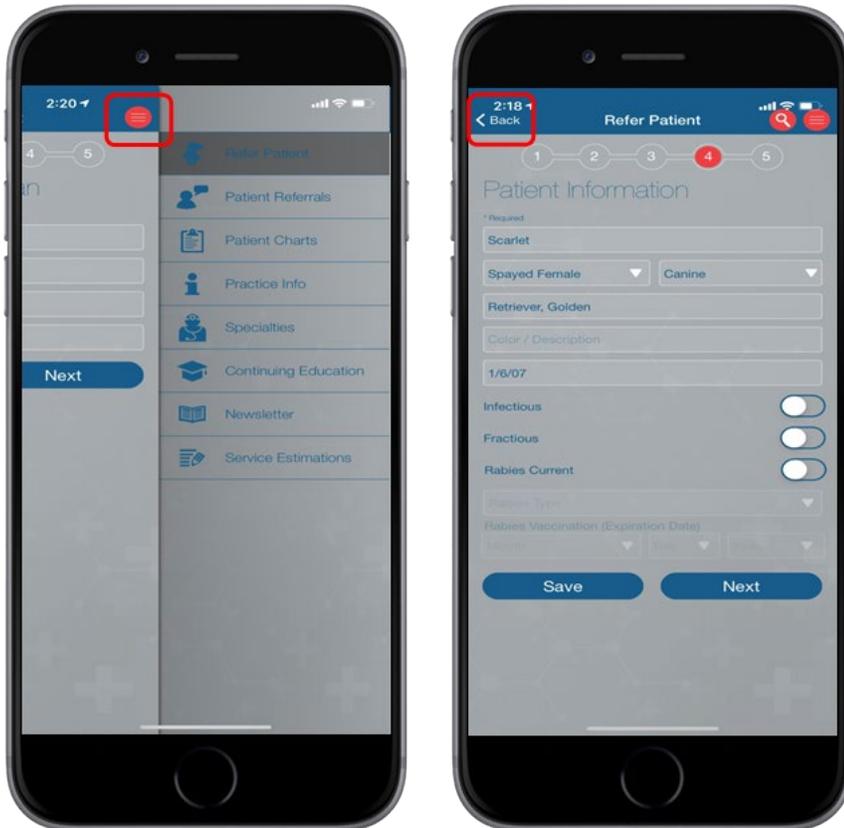
The app redirects you to a page that prompts you to enter your username and the name of the person making the request.

An email will be sent to your account administrator, informing them about the password change request and who made the request. The administrator can then reset the password by clicking the link in the email.



Navigation tips for the mobile app

- To quickly access a hospital's portal home page, click the **red circle** in the **top right-hand corner** of the app. The home page options appear on the right side of the screen.
- To access the previous screen without exiting the hospital's home page, click the **Back** button in the **upper left-hand corner**.

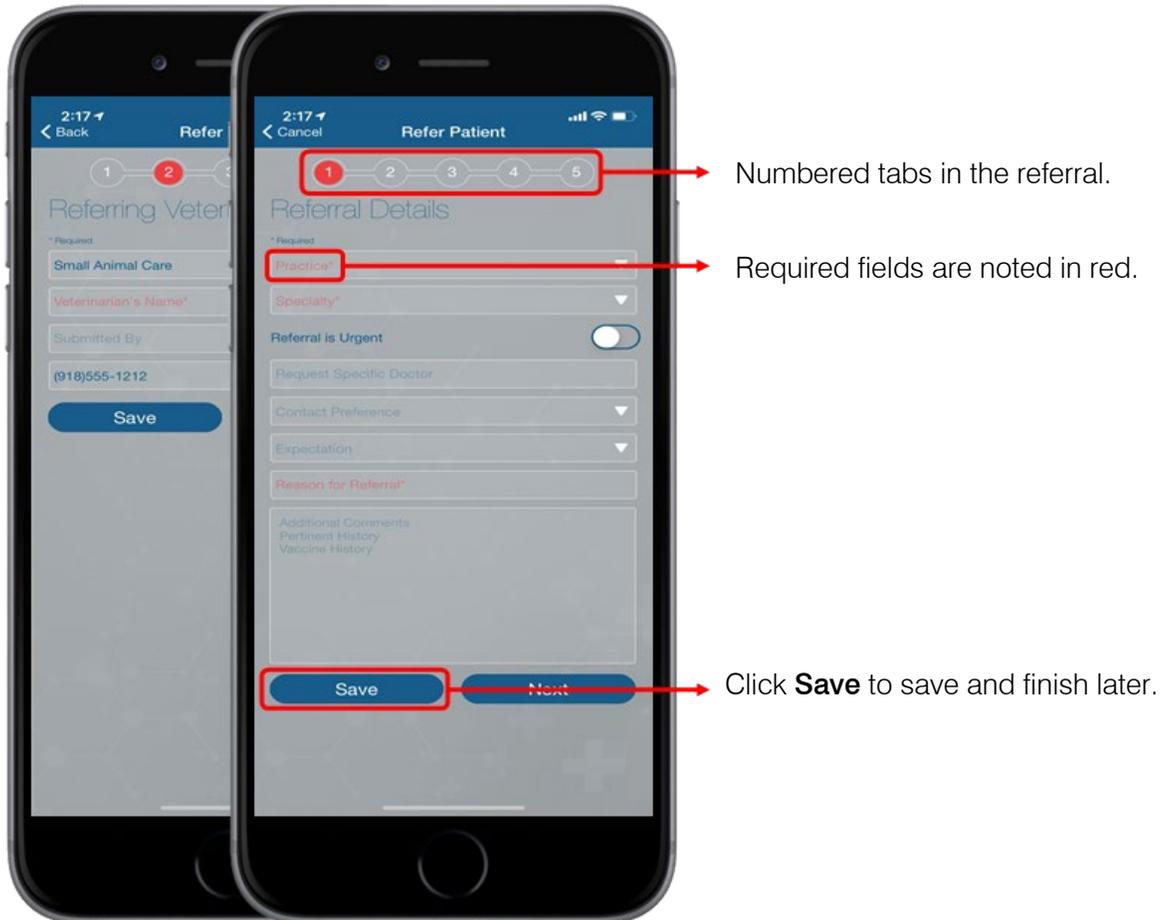


App features available on both computers **and** mobile phones

The following features are available on both the online rVetLink portal, accessed from your computer, and on tabs in the rVetLink app on your phone.

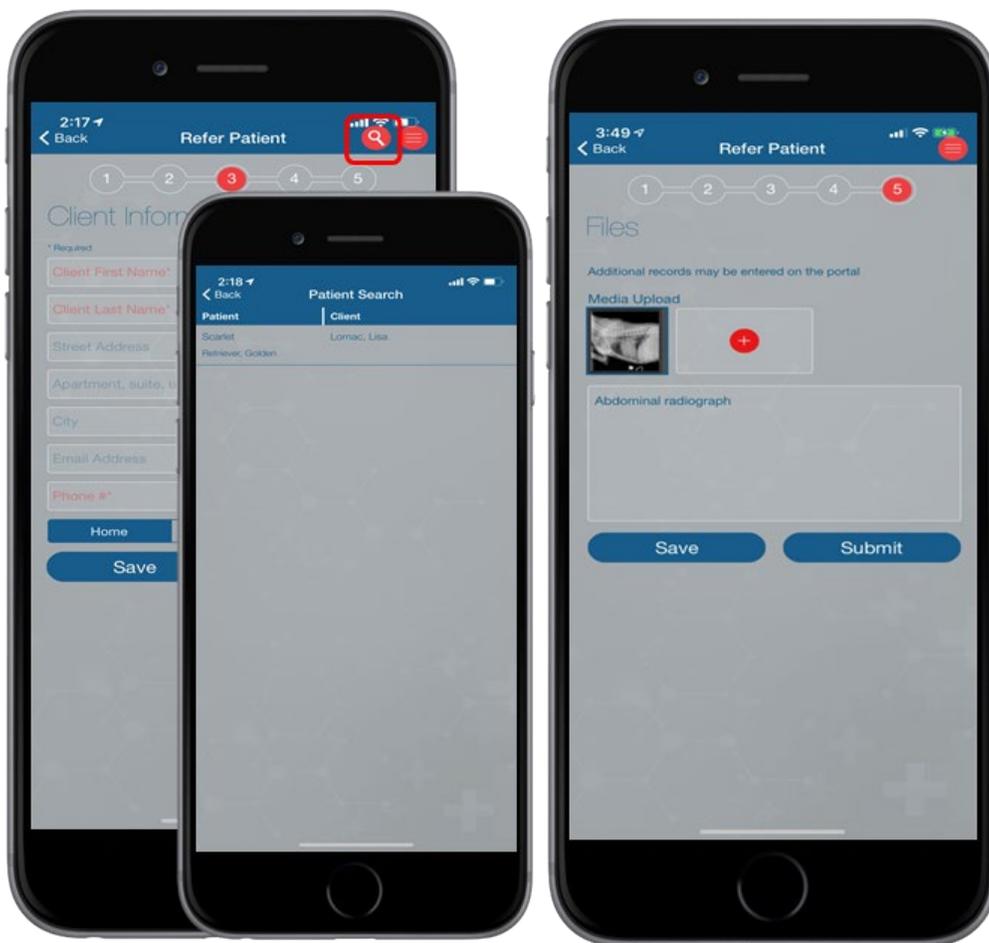
Refer Patient tab

Refer Patient is a 5-tab form that allows you to refer patients to the specialty hospital.



TIPS:

- Need to attach additional documents to the referral? Click **Save** to save the referral before submitting it to the hospital. You can access the referral later from your computer and update it with the necessary documents and records.
- **Auto-fill feature** (on **tab 3**) lets you search for clients and patients. Click the red search icon in the top right-hand corner to search for the patient or client you want to refer. **Note:** The auto-fill feature is available only with certain practice management systems and must be enabled at your hospital. For more information about the Auto-fill feature, please contact the rVetLink team at rvetlink@idexx.com or call 1-877-690-8994.
- **Media Upload** (on **tab 5**) lets you attach an image directly to the referral submission from your phone's camera or photo library. This can give the specialty hospital a better idea of what to expect when the patient arrives.

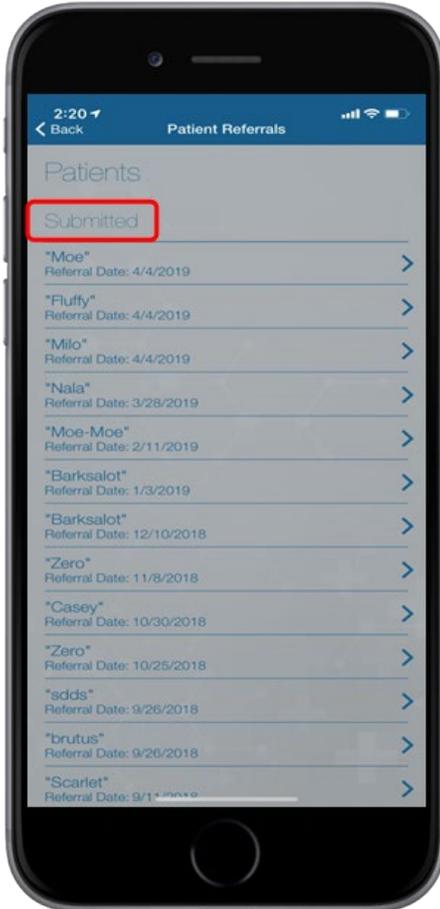


Patient Referrals tab

All **prior referral submissions** made through the portal appear here, ordered from most recent to least recent. You must scroll down to access nonsubmitted or saved referrals.

From this tab, you can update submitted referrals or finish and submit saved referrals.

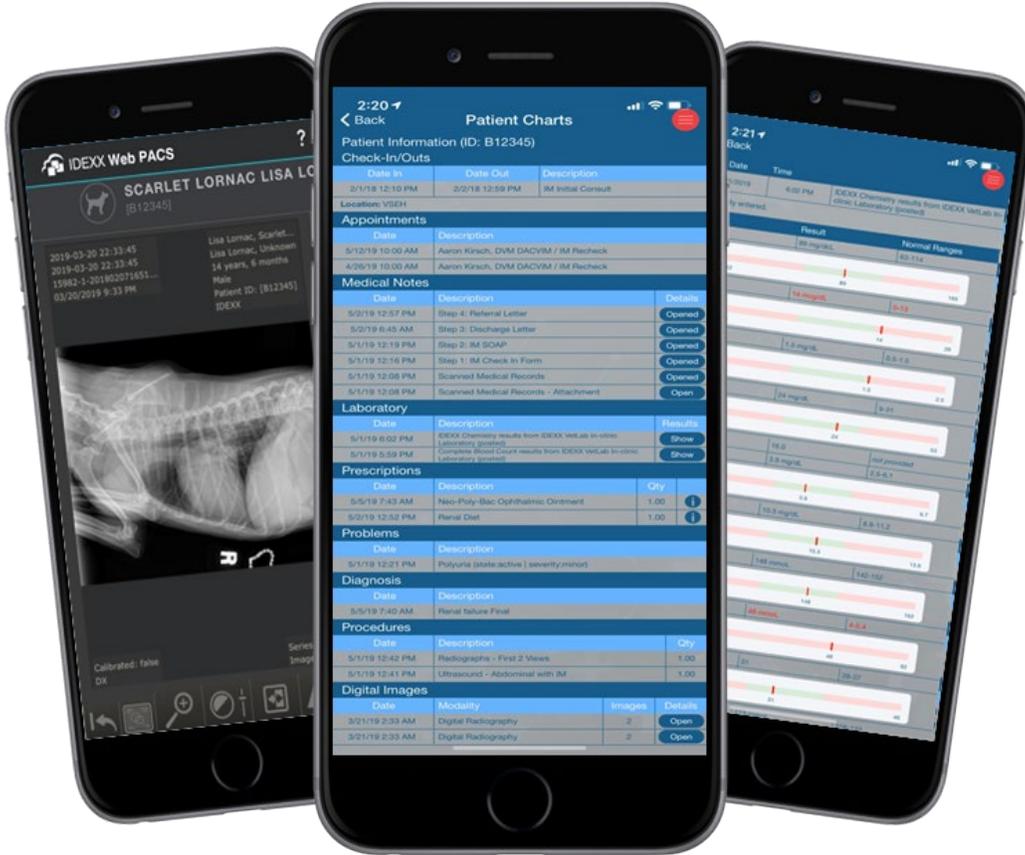
Referrals submitted outside the portal (for example, by email) will not appear here; the portal does not have a record of those.



Patient Charts tab

You can search for patients by **Patient First Name**, **Client Last Name**, or by **time frame**.

Once you select the patient of interest, the Patient Chart is displayed where you can view the patient's medical history and/or any documents that have been attached.



App features available on mobile phones only

You can access the following features from the hospital's login page in the mobile app.

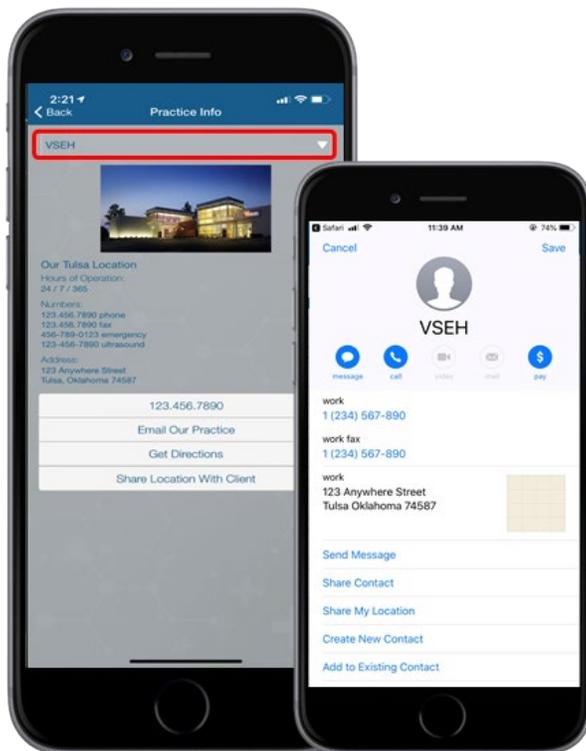
Note: Feature availability depends on the specialty hospital's preferences. Some features below may not appear on the portal.

Practice Info page

The Practice Info page provides contact information and directions to the hospital or hospitals (depending whether they have one or more locations).

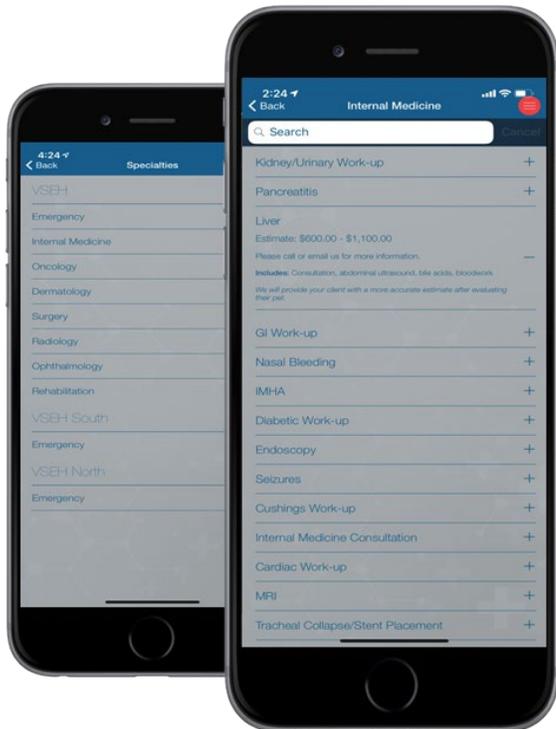
The **Share Location With Client** button lets you send the specialty hospital's contact information and directions directly to your client. Select whether to use email or text (**recommended**). If you send the information through a text, the app will send the information to the client from a randomly generated number, protecting you or your staff's personal information!

TIP: If the specialty hospital you are referring to has multiple locations, double click the drop-down option at the top of the tab to ensure you have the correct location before sending the contact information to a client.



Specialties page

The Specialties page displays a list of specialties the hospital currently offers and at which locations.



Continuing Education and Newsletter pages

Continuing Education displays upcoming CE opportunities at the hospital.

Newsletter lets you sign up for and read the hospital's newsletter, if one is available.

Service Estimations page

This page provides treatment estimates for procedures the hospital performs.

Frequently asked questions

Is there a charge for the app?

No, the app is completely free.

Can I change my location preferences while using the mobile app?

Yes:

1. On your mobile phone, go to **Settings** and scroll until you find the rVetLink app.
2. Select the app, click **Location**, and then choose whether to allow location access.

Is information communicated between the rVetLink portal on my computer and the mobile app?

Yes, both use the same software. Any information you enter in the app on your mobile phone can be accessed on the portal on your computer and vice versa.

Why am I not seeing all my referrals in the Patient Referrals tab?

The mobile app tracks only the referrals submitted through the portal on your computer or the mobile app. If you make referrals using a different method, such as fax or email, those referrals will not appear in the Patient Referrals tab.

Why am I not seeing the hospitals I want?

The app displays only hospitals that use rVetLink and that have worked with the rVetLink team to add their hospital to the app.