

Cat got your Laptop? Use the rVetLink App instead!

Submit a Referral and Access Inpatient Records



ethosvet.com

rVetLink is Now Available on your Mobile Phone

DOWNLOAD THE APP TODAY

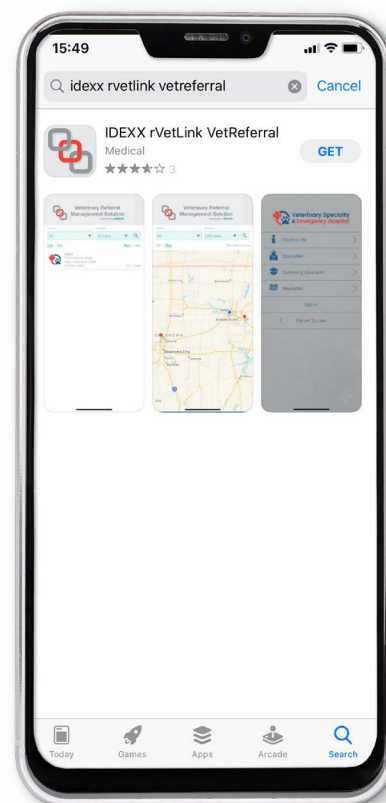
Simplify communication between your practice and ours. Download the rVetLink* app and log in to the veterinary portal of the Ethos Veterinary Health hospital where your patient is receiving care.

Follow the steps below to:

- Download the rVetLink app
- Favorite your Ethos emergency or referral hospital
- Refer patients, and view important patient medical information.

Download the App

- Open the App Store or Google Play Store.
- Search for **IDEXX rVetLink VetReferral**.
- Click the Download/Get button to install the app on your phone.
- After you download the app and launch it, we recommend you **Allow Location Services while using the App**. This will enable the app to find hospitals near you automatically.



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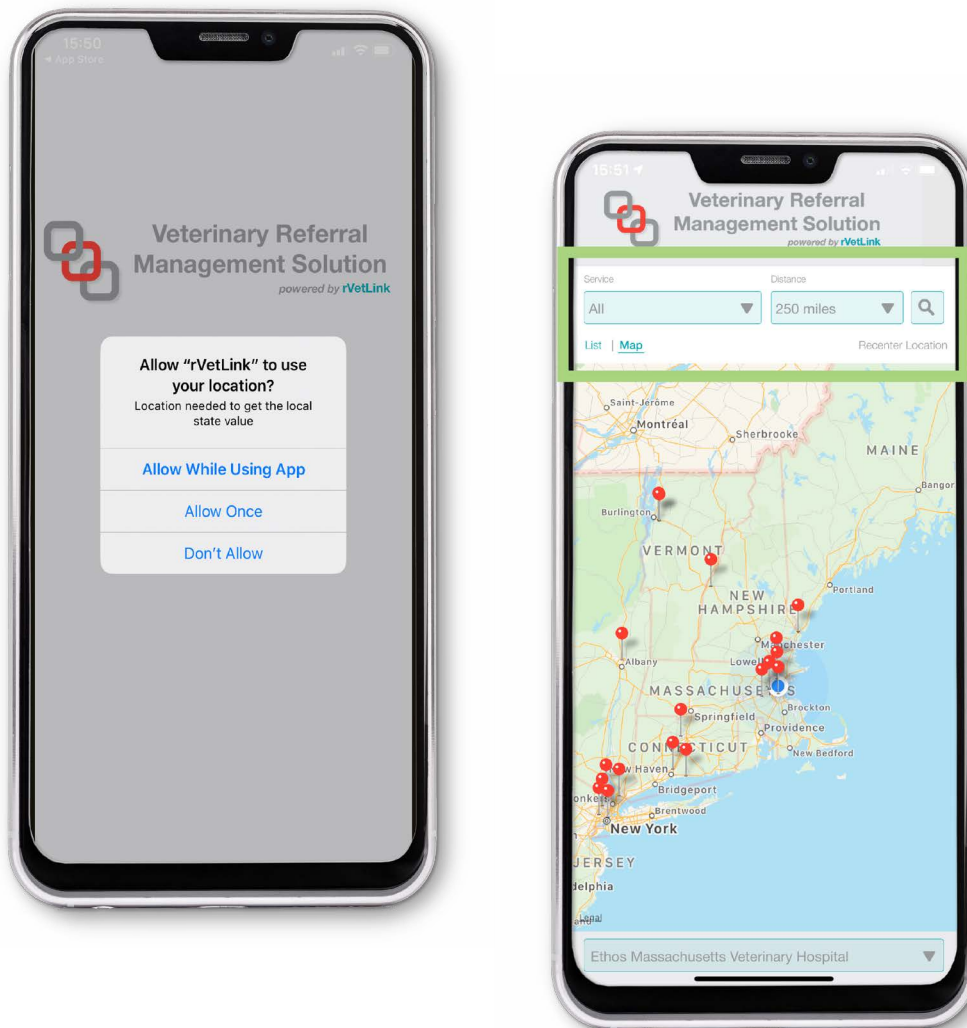
rVetLink Mobile App

App Setup

Location Preferences

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

- **If you choose Allow (recommended)**
The app will locate Ethos emergency and referral hospitals near your current location. The app can only determine your location while you are using the app.
- **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 an Ethos hospital for patient referrals.



USING THE APP

SUBMITTING A REFERRAL

Find a Hospital

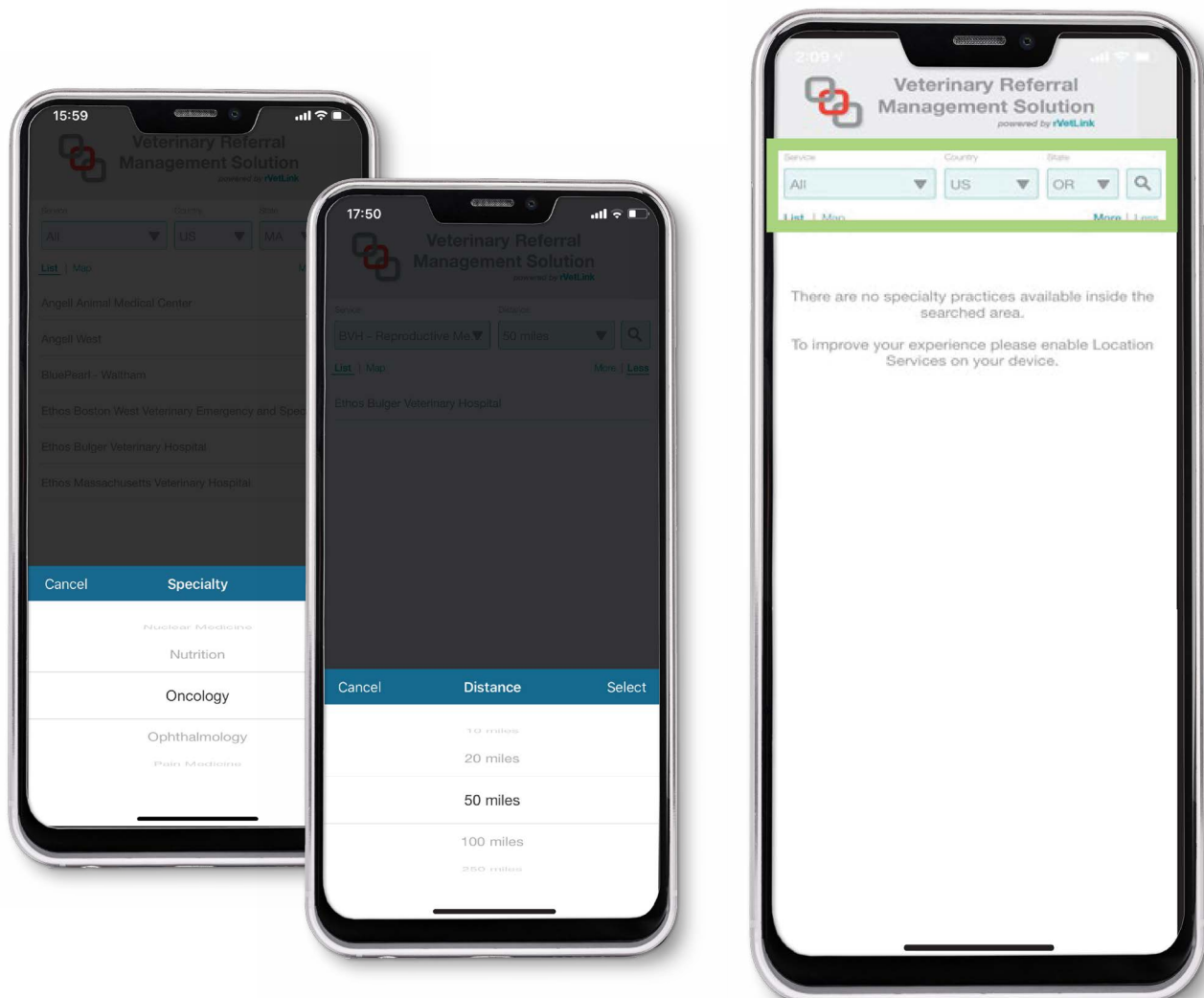
Find the hospital you want to refer clients and patients to. If **Location Services are on**, the app will find hospitals close to you.

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.

Distance: The app locates specialty hospitals within the range you select. **TIP:** If no hospitals are returned, increase the distance range.

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. Please add the word "Ethos" as a pre-cursor to the hospital name you are looking for, e.g. Ethos Vista Veterinary Specialists, or Ethos Bulger Veterinary Hospital.



Display Preferences for 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.

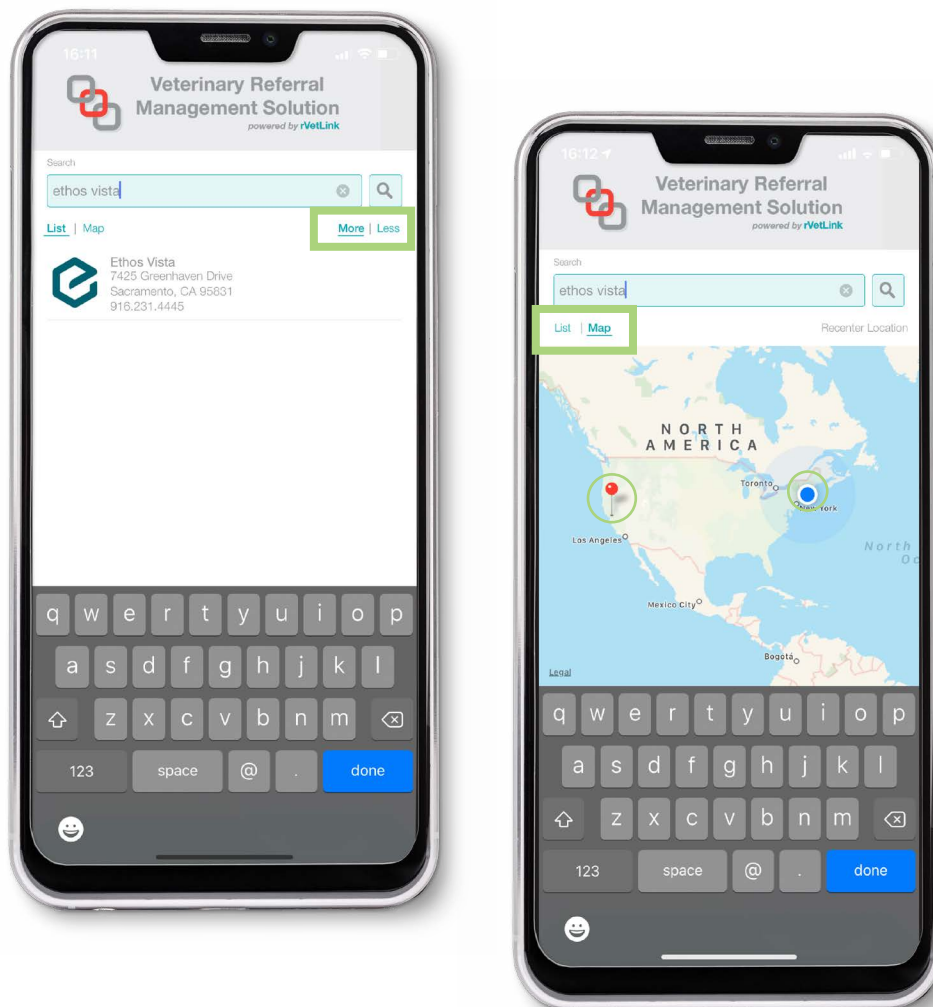
Map view: Shows a map with nearby hospitals that match your search specification indicated by red pins; your location is indicated by a pulsing blue dot.

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**.



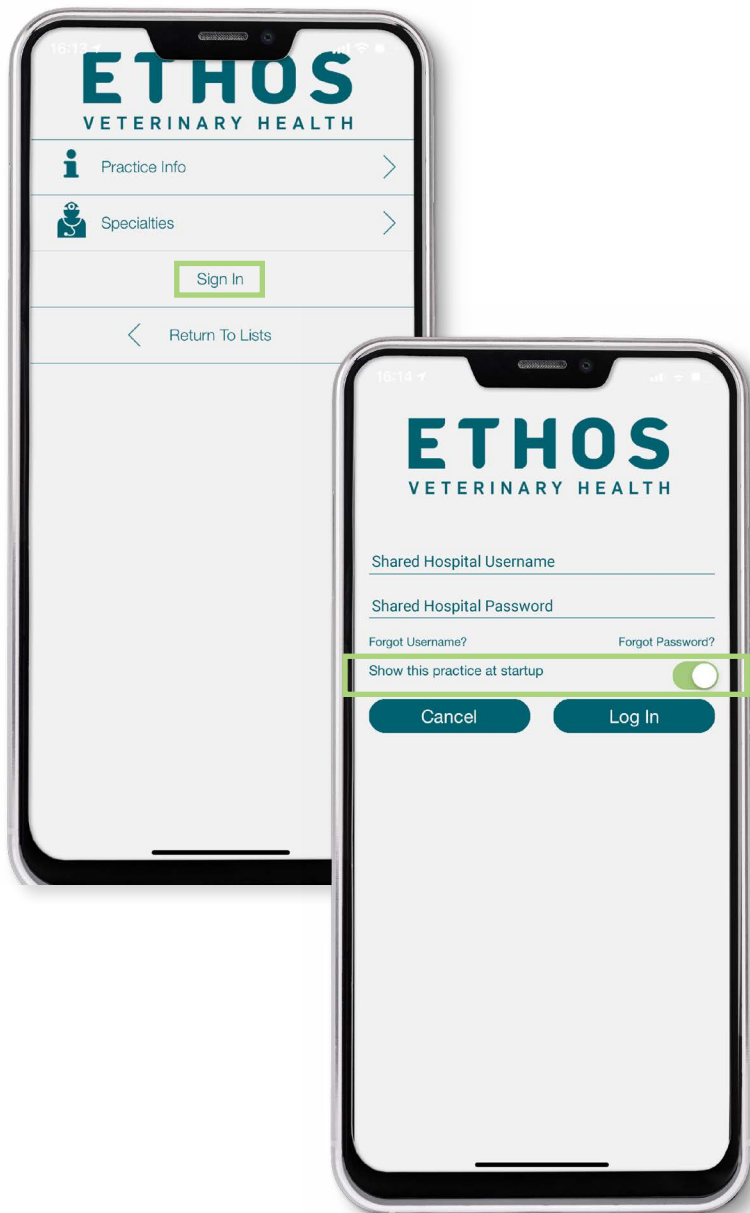
rVetLink Mobile App

Select a Hospital and Log In:

Select the hospital you'd like to refer a patient to.

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.

- Set your preferred Ethos hospital as the default.
- Log in as described above.
- Select Show this practice at startup.
- Going forward, when you open the app, the hospital's portal home page appears without searching for and selecting the hospital.



If you Forget your Username or Password:

The user name and password are shared by all team members at your clinic. Changing it will impact all members of your team.

- **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.
- **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. The Administrator will need to share the new password with all team members as the change will impact everyone.

NAVIGATION TIPS FOR THE APP

- After you have signed in, click on the appropriate option for your task. Refer a patient, search for an inpatient, and more.
- To return to this menu, click the green circle/menu button in the top right corner of the screen. The home page options will slide in 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 corner.



FEATURES

AVAILABLE ON BOTH COMPUTERS AND MOBILE PHONES

The following features are available on both the online rVetLink portal, (accessed using a desktop computer or a laptop), and on the tabs in the rVetLink app on your phone.

Refer Patient Option

"Refer Patient" is a five-step referral form.

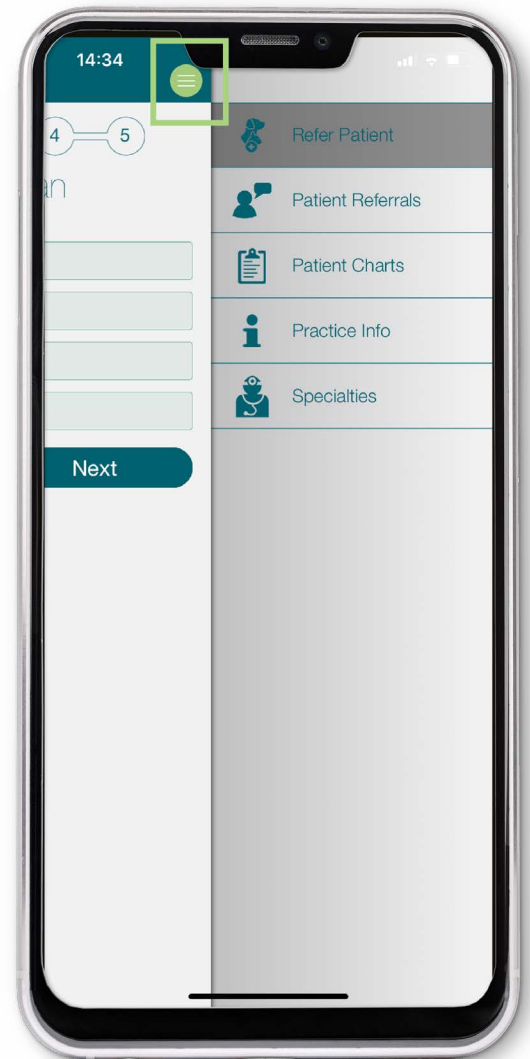
- **Attach additional documents to your referral:** If you don't have all the information you need right now, click Save to save the referral before submitting it. You can access the referral later from your phone or computer, and update it with the necessary documents and records.
All prior referral submissions made through the portal appear in the **Patient Referrals tab**, sorted from most recent to least recent. **Scroll down to access saved, non-submitted referrals.**
- **Step 5 - Media Upload:** Attach images directly to the referral submission from your phone's camera or photo library, or save the referral, and add them later from another computer.

Patient Referrals Option

- **Update submitted referrals or finish and submit saved referrals:** Scroll past the submitted referrals, saved, non-submitted referrals will be at the bottom.
- Referrals submitted outside the portal (for example, by email) will not appear here; the portal does not have a record of those.

Patient Charts Option

- 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.



> continued

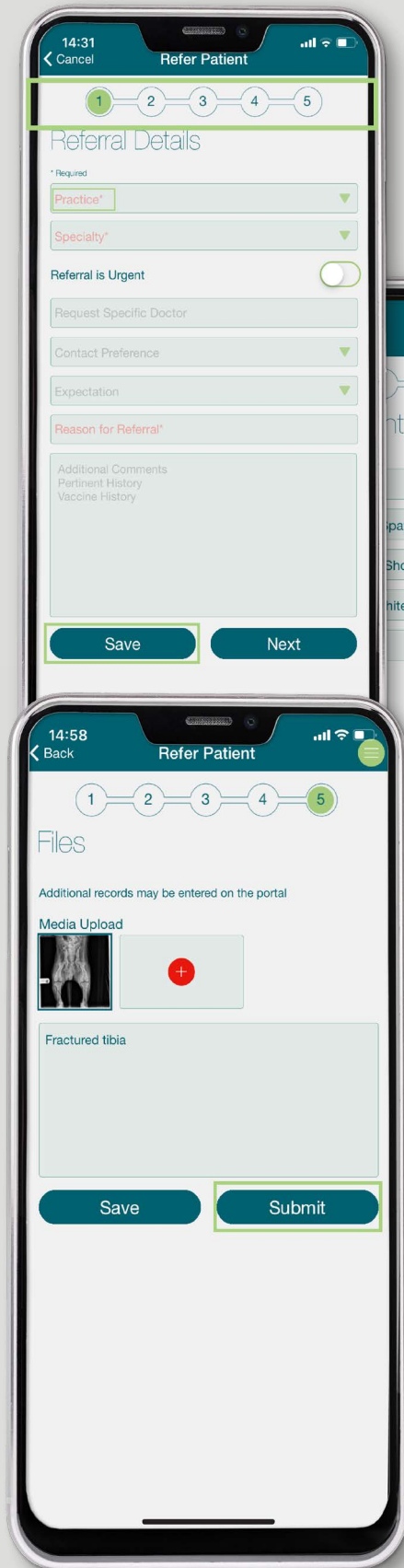
rVetLink Mobile App

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Numbered steps represent stages in the referral process.

Required fields are noted in red.

Click "Save" to finish later, and "Submit" when you are ready.



14:31
Cancel Refer Patient

1 2 3 4 5

Referral Details

* Required

Practice*

Specialty*

Referral is Urgent ☐

Request Specific Doctor

Contact Preference

Expectation

Reason for Referral*

Additional Comments
Pertinent History
Vaccine History

Save Next

14:58
Back Refer Patient

1 2 3 4 5

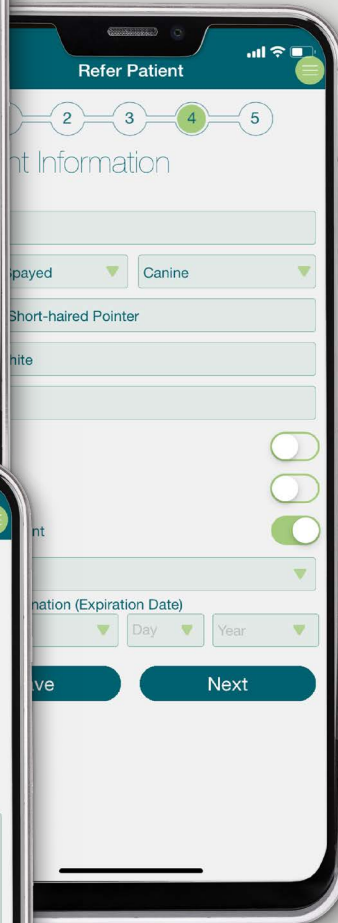
Files

Additional records may be entered on the portal

Media Upload

Fractured tibia

Save Submit



Refer Patient

2 3 4 5

Patient Information

Species Canine

Breed Short-haired Pointer

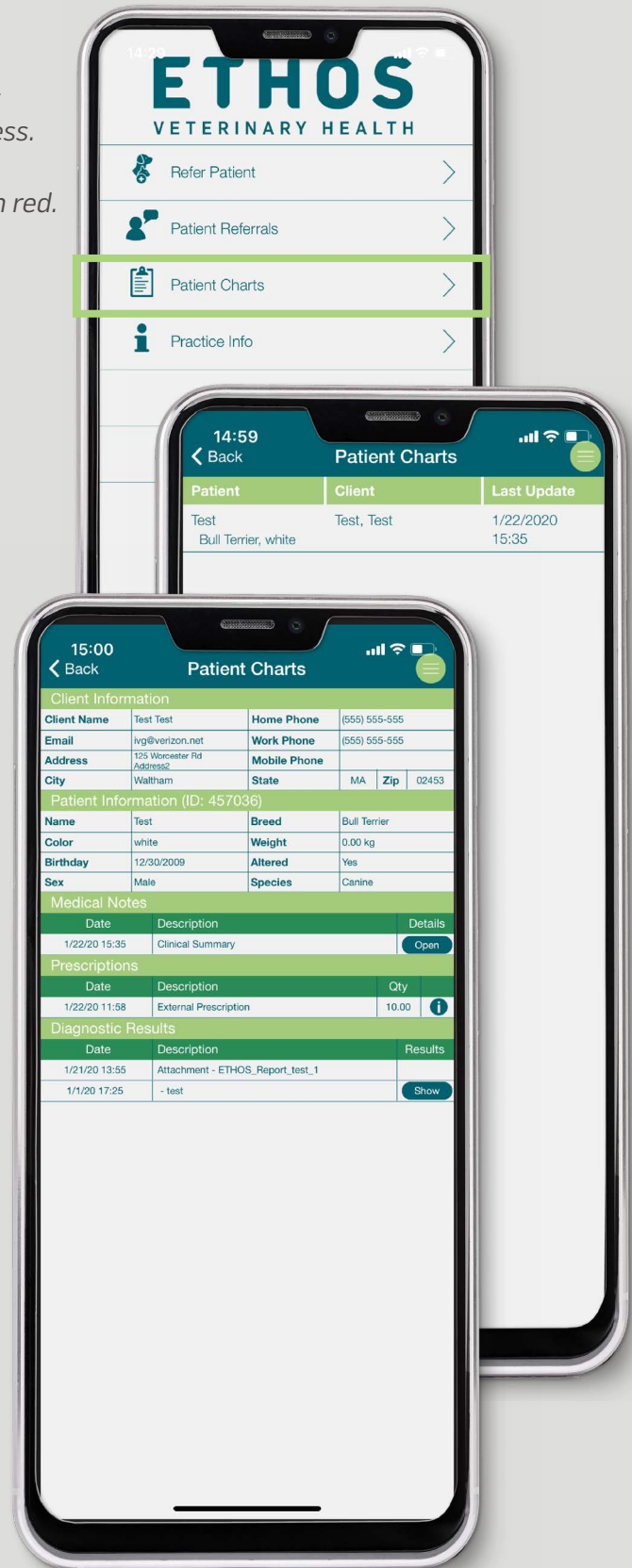
Color white

Sex Male

Age (Expiration Date)

Day Year

Save Next



14:25
ETHOS VETERINARY HEALTH

Refer Patient

Patient Referrals

Patient Charts

Practice Info

14:59
Back Patient Charts

Patient	Client	Last Update
Test Bull Terrier, white	Test, Test	1/22/2020 15:35

15:00
Back Patient Charts

Client Information

Client Name	Test Test	Home Phone	(555) 555-555
Email	lvj@verizon.net	Work Phone	(555) 555-555
Address	125 Worcester Rd Address2	Mobile Phone	
City	Waltham	State	MA Zip 02453

Patient Information (ID: 457036)

Name	Test	Breed	Bull Terrier
Color	white	Weight	0.00 kg
Birthday	12/30/2009	Altered	Yes
Sex	Male	Species	Canine

Medical Notes

Date	Description	Details
1/22/20 15:35	Clinical Summary	Open

Prescriptions

Date	Description	Qty
1/22/20 11:58	External Prescription	10.00

Diagnostic Results

Date	Description	Results
1/21/20 13:55	Attachment - ETHOS_Report_test_1	
1/1/20 17:25	- test	Show

FEATURES

ONLY AVAILABLE ON THE APP ON MOBILE DEVICES

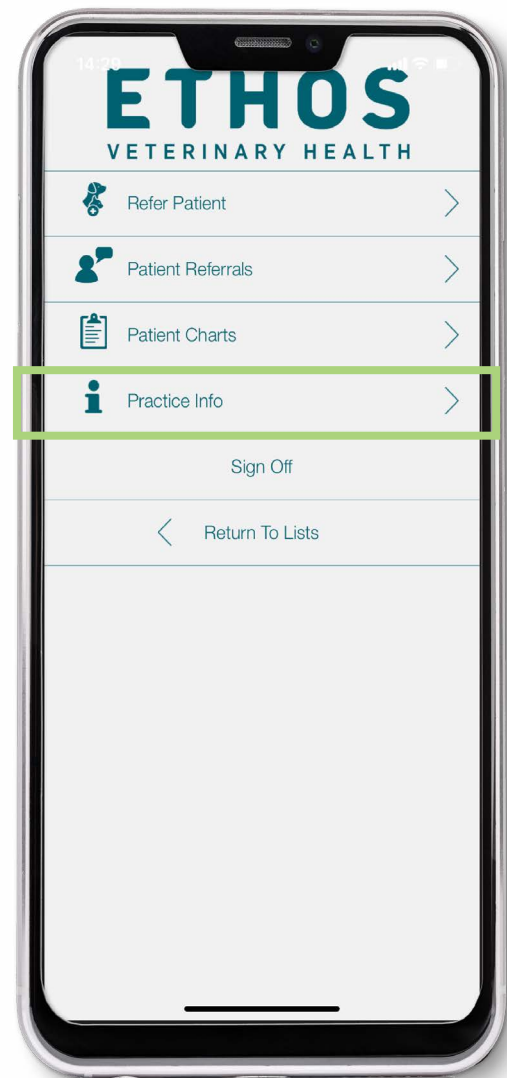
You can access the following features from the log in page of your Ethos hospital in the mobile app.

Practice Info Option

- The **Practice Info** page provides contact information, directions to our hospital, and provides an option to share this information with a client.
- The **Share Location With Client** button lets you send the 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 text the client from a randomly generated number, protecting your personal information.
- **TIP:** As Ethos has multiple hospitals, click the drop-down option at the top of the tab & scroll to select the correct location before sending the contact information to the client.

Specialties page

The **Specialties** page displays a list of specialties available at each of our different hospitals.



FREQUENTLY ASKED QUESTIONS

Does Ethos offer support or help if I have a question related to using the app, or submitting a referral?

Yes, Please [click this link](#) and fill out the form describing the difficulties you are dealing with. A member of our team will be in touch. This link and more information about rVetLink is available on the Ethos website under **Veterinary Portals** on the homepage [ethosvet.com](#).

Is there a charge for buying or using 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. In order to find an Ethos Veterinary Health hospital, please add the word "Ethos" to the hospital name, e.g. Ethos Bulger Veterinary Hospital, or Ethos Vista Veterinary Specialists.