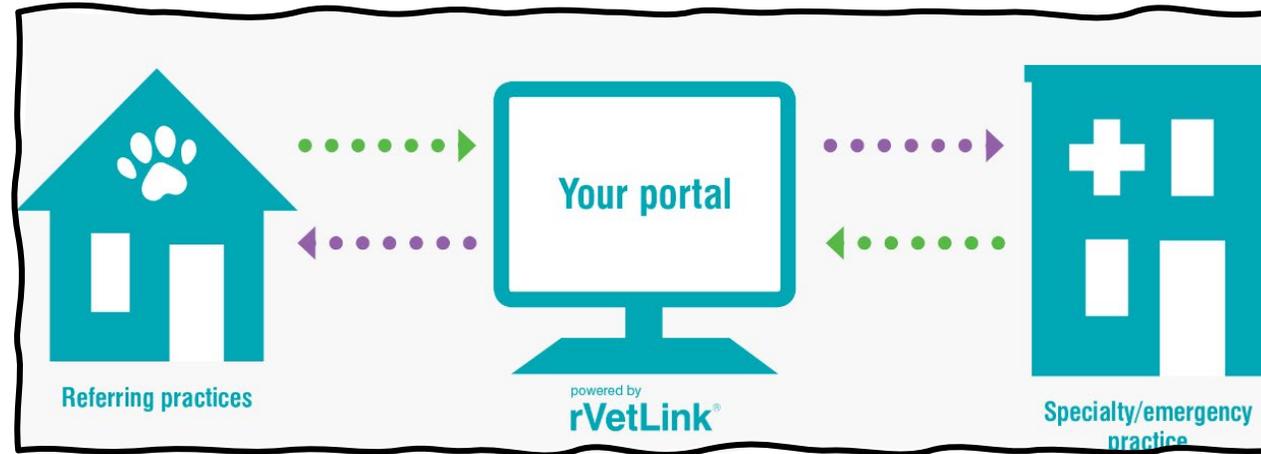


## Welcome to the OSU Veterinary Medical Center's rVetLink Portal.

To improve the process of referring patients, The Ohio State University Veterinary Medical Center is now using the *rVetLink Portal* for all patient referrals.



The rVetLink portal is used to electronically refer and share patient information with the veterinary medical center. In addition, the VMC can share information with veterinary practices about their referred patients including discharge summaries, diagnostic results and check-in/out statuses.

<https://ohiostate.rvetlink.com/>

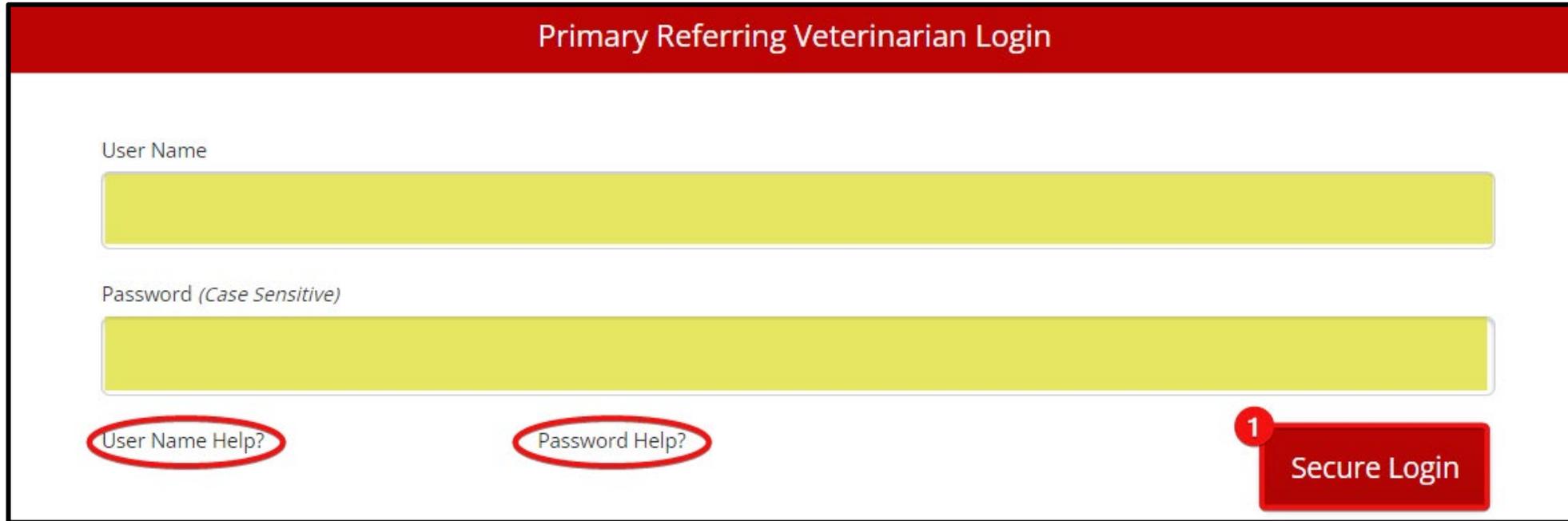
***\*While not required, it is highly recommended for referring clinics to use the portal.\****

Interested in acquiring rVetLink or experiencing log in issues, email [CVM-OSUVETReferral@osu.edu](mailto:CVM-OSUVETReferral@osu.edu).

***The following tutorial will guide you through how to log in and refer through the portal.***

Follow the steps on how to submit a referral on the rVetLink Portal.

**Step 1:** To log in, enter your *clinic's email* and *password*. Then click “*Secure Login*”.



The screenshot shows a login form titled "Primary Referring Veterinarian Login". It features two input fields: "User Name" and "Password (Case Sensitive)". Below the "User Name" field is a red oval containing the text "User Name Help?". Below the "Password" field is a red oval containing the text "Password Help?". To the right of these fields is a red button labeled "Secure Login" with a small red circle containing the number "1" above it.

**First Time Logging In:**

Log in with provided username and temporary password from the VMC’s Welcome Letter.  
Then when prompted, change the password to a preferred one.

***\*Username/password is on a PER CLINIC basis, so make sure entire staff is aware of login credentials.\****

**Forgotten Username or Password:**

Click “*User Name Help?*” or “*Password Help?*” or email [CVM-OSUVETReferral@osu.edu](mailto:CVM-OSUVETReferral@osu.edu).

## Step 2: Click on the “Refer Patient” tab to begin the referral.

Welcome Back Test Vet Rdvm Account  
Last Login on 8/10/2023 1:47:00 PM

**Refer Patient** <sup>2</sup> | [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
Test Dog1	Test, Kim Test	Chihuahua	8/8/2023 3:00 PM	Show

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

**Step 3:** Click in “*Specialty Service for Referral*” text box and select desired department from drop-down menu. *Multiple services can be selected from this menu.*

**Step 4:** Click in “*Reason for Referral/Primary Complaint*” text box and type in referral reason.

**Step 5:** Click “Next”.

**All fields are encouraged to be completed, but those labeled with a \*red asterisks\* are required for submission.**

The screenshot shows the 'Refer Patient' form with a progress indicator at the top consisting of five numbered steps: 1. Referral Details, 2. Referring Veterinarian, 3. Client, 4. Patient, and 5. Review & Complete. The 'Referral Details' section contains several fields:

- 'Specialty Service for Referral \*' is a dropdown menu with 'Ophthalmology X' selected, highlighted by a red box and a red circle with the number 3.
- 'Urgent Referral' is a button with 'No' selected.
- 'Request Specific Doctor' is an empty text box.
- 'Appointment Schedule Preference' is a dropdown menu with 'Call client directly' selected.
- 'Reason for Referral/Primary Complaint \*' is a text box containing 'Diabetic Cataract OU', highlighted by a red box and a red circle with the number 4.
- 'Expectation for this case' is a dropdown menu with 'Consult, Diagnostic Testing and Treatment' selected.
- 'Additional Comments | Pertinent History | Vaccine History | Tentative Diagnosis (8000 characters maximum)' is a large text area containing a detailed medical history: 'Patient diagnosed with diabetes mellitus three years ago. Currently controlled on 8 units of Vetsulin BID. Owner noticed cataracts last year but patient has been bumping into objects around the house for the past two months. Upon examination, cataracts appear to be hyper-mature. Could not visualize fundus. No topical medications started.'

At the bottom right, there are three buttons: 'Cancel', 'Finish Later', and 'Next'. The 'Next' button is highlighted by a red box and a red circle with the number 5.

**Step 6: Click and type in the “*Hospital Name*” text box.**

**Step 7: Click and type in the “*Veterinarian’s Name*” text box.**

**Step 8: Click “*Next*”.**

**If clinic’s *Profile and Setting* tab is updated, most of these fields will auto-fill in with the referring clinic’s information.**

**Refer Patient**

1 Referral Details — 2 Referring Veterinarian — 3 Client — 4 Patient — 5 Review & Complete

**Referring Veterinarian Information**

Hospital Name *	Phone Number
6 Test Vet Rdvm Account	123-456-7890
Veterinarian's Name *	Fax Number
7 Dr. Jim Truss	123-456-7892
Submitted By	E-mail Address
Dr. Truss	Fake@fake.com

Previous Cancel Finish Later 8 Next

**Step 9:** Click in textbox and type owner’s “*First Name*”.

**Step 10:** Click in textbox and type owner’s “*Last Name*”.

**Step 11:** Select “*Primary Phone*” and type phone number in selected text box.

**Step 12:** Click in textbox and type owner’s “*Email Address*”.

**Step 13:** Click “*Next*”.

**If patient has more than one owner, please provide the contact information of the *primary owner*.**

The screenshot displays the 'Refer Patient' form with a progress bar at the top indicating five steps: 1. Referral Details, 2. Referring Veterinarian, 3. Client (highlighted), 4. Patient, and 5. Review & Complete. The form is divided into two columns. The left column contains fields for 'First Name \*' (Jane), 'Last Name \*' (Doe), 'Address' (123 Test Street), 'Address 2', 'City' (Columbus), 'State' (Ohio), and 'Zip/Postcode' (43210). The right column contains fields for 'Alternate First Name', 'Alternate Last Name', 'Primary Phone' (with radio buttons for Home, Mobile, and Work), 'Home Phone', 'Mobile Phone \*' (987-654-3210), 'Work Phone', and 'E-mail Address \*' (fake@email.com). Red circles with numbers 9 through 13 highlight the input fields for First Name, Last Name, Mobile Phone, Email Address, and the Next button, respectively. A red arrow points from the Address field to the Primary Phone radio buttons.

**Step 14:** Click in text box and type patient’s “*Name*”.

**Step 15:** Click in text box and type patient’s “*Breed*”.

**Step 16:** Click on drop-down menu and select the patient's "Species".

**Step 17:** Click on drop down menu and select the patient’s “*Sex*”.

**Step 18:** Click in text box and type in patient’s “*DOB*” (Date of Birth).

The screenshot shows a web form titled "Refer Patient" with a red header. A progress bar at the top indicates five steps: 1. Referral Details, 2. Referring Veterinarian, 3. Client, 4. Patient (highlighted in red), and 5. Review & Complete. The form is divided into two columns under the heading "Patient Information".

On the left column:

- Field 14: "Name \*" with a text box containing "Brutus".
- Field 15: "Breed \*" with a text box containing "Chihuahua".
- Field: "Color / Description" with a text box containing "Tan".
- Field: "Rabies Vaccine Current" with a dropdown menu set to "Yes".
- Field: "Rabies Vaccine Type" with a dropdown menu set to "3 Year".
- Field: "Rabies Vaccine Expiration" with a date picker set to "2025".

On the right column:

- Field 16: "Species \*" with a dropdown menu set to "Canine".
- Field 17: "Sex \*" with a dropdown menu set to "Female Spayed".
- Field 18: "DOB \*" with a date picker set to "8/14/2017" and "(6 yrs)" next to it.
- Field: "Weight" with a text box containing "7" and "lbs" to its right.
- Field: "Infectious" with a dropdown menu set to "No".
- Field: "Fractious" with a dropdown menu set to "No".

**Step 19:** Click on drop-down menu and select “*Medical Records*” attachment option.

**Step 20:** Click on drop-down menu and select “*Lab Results*” attachment option.

**Step 21:** Click on drop-down menu and select “*Diagnostic Images*” attachment option.

**Step 22:** Click “+ Add File” to upload desired documents.

**If no files are being attached, “None being sent” must be selected from the drop-down menus.**

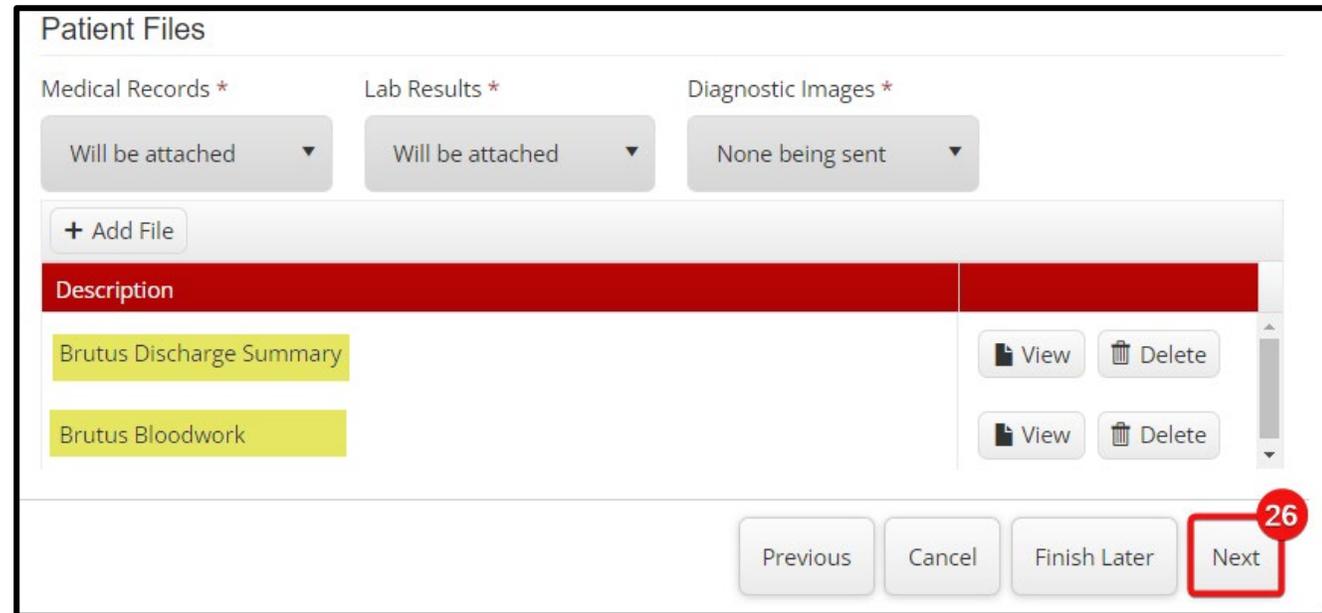
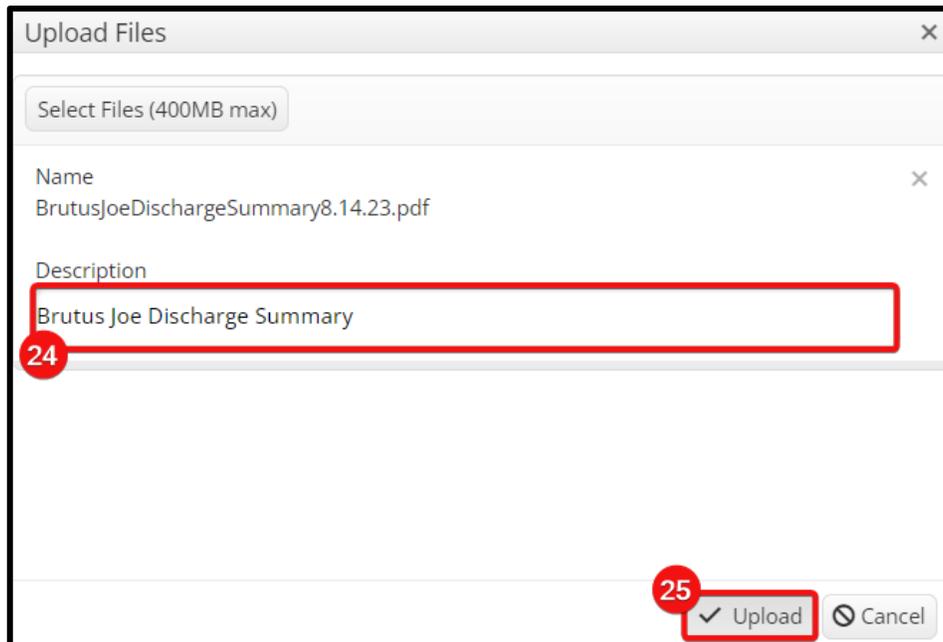
The screenshot shows a form titled "Patient Files" with three columns for attachment options: "Medical Records \*", "Lab Results \*", and "Diagnostic Images \*". Each column has a dropdown menu. The "Medical Records" dropdown is set to "Will be attached" (marked with a red circle 19). The "Lab Results" dropdown is also set to "Will be attached" (marked with a red circle 20). The "Diagnostic Images" dropdown is set to "- Select One -" (marked with a red circle 21). Below these columns is a "+ Add File" button (marked with a red circle 22) and a "Description" field. A dropdown menu is open for the "Diagnostic Images" column, showing options: "- Select One -", "Will be attached", "Will be sent through Dicom", "Will be emailed", "Client will bring", and "None being sent".

**Step 23:** Click on “*Select Files (400MB max)*” and select desired documents.

**Step 24:** Click in text box and type in a “*Description*” of uploaded document.

**Step 25:** Click “*✓ Upload*”.

**Step 26:** Once all files are uploaded, click “*Next*”.



**Step 27: “Review” all information for the Referral Details, Referring Veterinarian, Client and Patient sections.**

**Step 28: Scroll to bottom of screen and click “Submit”.**

**Refer Patient**

1 Referral Details 2 Referring Veterinarian 3 Client 4 Patient 5 Review & Complete

**27** Referral Details

Specialty Service for Referral \*  
Ophthalmology X

Urgent Referral  
No

Request Specific Doctor

Appointment Schedule Preference  
Call client directly

Reason for Referral/Primary Complaint \*  
Diabetic Cataract OU

Expectation for this case  
Consult, Diagnostic Testing and Treatment

Additional Comments | Pertinent History | Vaccine History | Tentative Diagnosis (8000 characters maximum)

Patient diagnosed with diabetes mellitus three years ago. Currently controlled on 8 units of Vetsulin BID. Owner noticed cataracts last year but patient has been bumping into objects around the house for the past two months. Upon examination, cataracts appear to be hyper-mature. Could not visualize fundus. No topical medications started.

Previous Cancel Finish Later Submit **28**

**Step 29: Click “Continue” after reading the “Thank you for your referral” message.**

**Thank you for your referral.**

Thank you for your referral!

Referrals for specialty services received Monday - Friday, 8am - 4:30pm, will be reviewed on the same day that they are received.

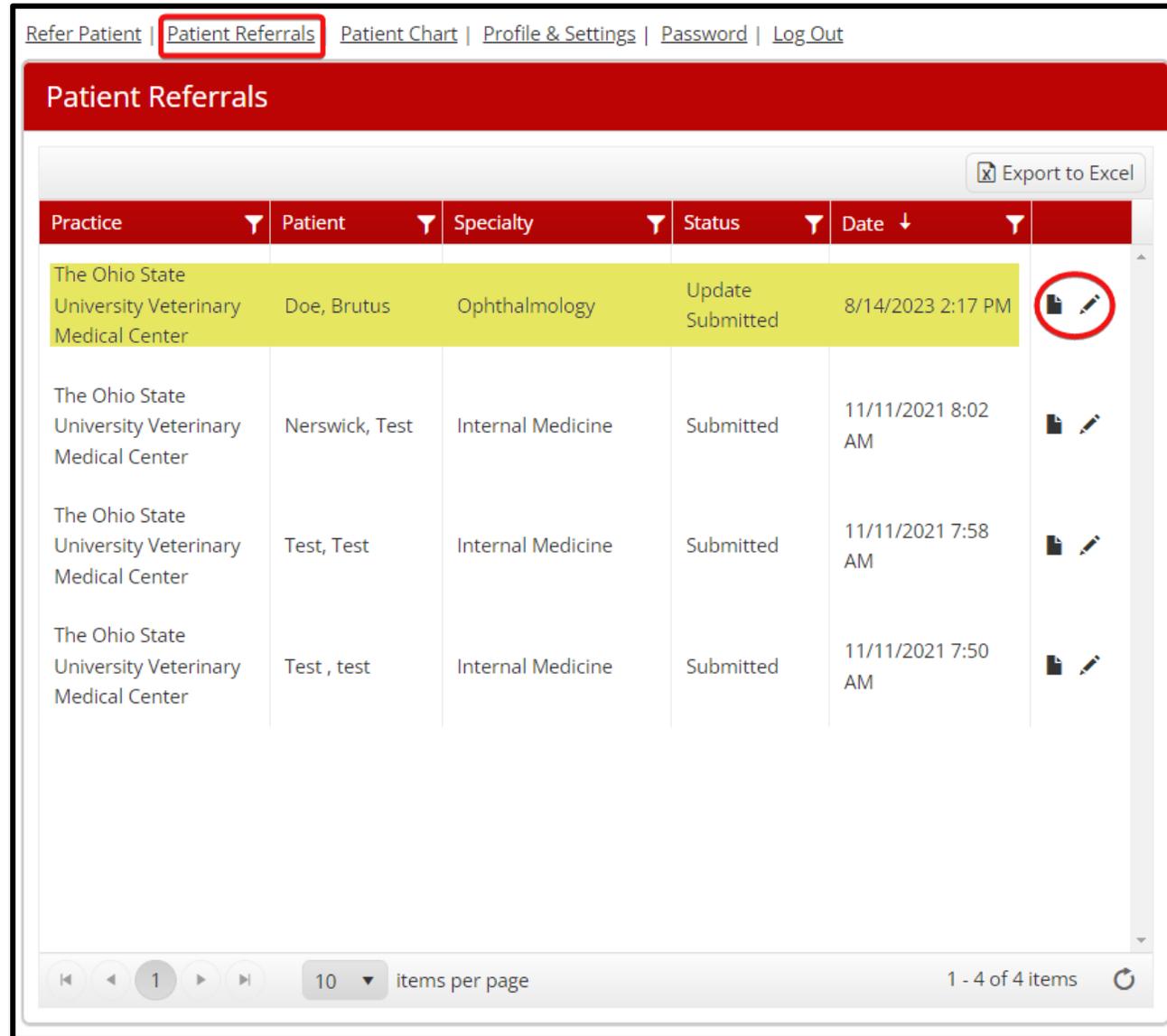
When referring Emergency cases, please call 614-292-3551 to speak with one of the ER doctors in addition to submitting the records through the portal.

If you do not receive an email with a copy of your referral within 1 hour, please contact the referral coordinator for assistance by calling 614-292-0950 during regular business hours or 614-292-3551 for emergencies.

**29** [Continue](#)

To access the clinic's submitted or saved referrals, click on the *"Patient Referrals"* tab.

Click on the  (PDF icon) to *view* a referral or the  (pencil icon) to *edit* a referral.



The screenshot shows a web application interface for "Patient Referrals". At the top, there is a navigation bar with links: "Refer Patient", "Patient Referrals" (highlighted with a red box), "Patient Chart", "Profile & Settings", "Password", and "Log Out". Below the navigation bar is a red header with the text "Patient Referrals". To the right of the header is an "Export to Excel" button. The main content area is a table with the following columns: "Practice", "Patient", "Specialty", "Status", "Date", and a column for actions. The first row is highlighted in yellow and has a red circle around its action icons (a PDF icon and a pencil icon). The second row has a red circle around its PDF icon. The third and fourth rows have red circles around their pencil icons. At the bottom of the table, there is a pagination control showing "1" of 4 items, "10" items per page, and "1 - 4 of 4 items".

Practice	Patient	Specialty	Status	Date	
The Ohio State University Veterinary Medical Center	Doe, Brutus	Ophthalmology	Update Submitted	8/14/2023 2:17 PM	 
The Ohio State University Veterinary Medical Center	Nerswick, Test	Internal Medicine	Submitted	11/11/2021 8:02 AM	
The Ohio State University Veterinary Medical Center	Test, Test	Internal Medicine	Submitted	11/11/2021 7:58 AM	
The Ohio State University Veterinary Medical Center	Test , test	Internal Medicine	Submitted	11/11/2021 7:50 AM	

**The submitted referral will be reviewed and a member of the VMC will call owners within 24 hours.**

**If referral received Friday evening or over the weekend, owner will receive a call the next business day (Monday).**

rDVM Patient Referral (The Ohio State University Veterinary Medical Center) - 8/14/2023 14:17:03 PM	
<b>Referral Details:</b>	
Specialty Service for Referral	Ophthalmology
Urgent Referral	No
Request Specific Doctor	
Appointment Schedule Preference	Call client directly
<b>Referring Veterinarian Information:</b>	
Hospital Name	Test Vet Rdvm Account
Veterinarian's Name	Dr. Jim Truss
Submitted By	Dr. Truss
Phone Number	123-456-7890
Fax Number	123-456-7892
E-mail Address	Fake@fake.com
<b>Client Information:</b>	
Name	Jane Doe
Alternate Name	
Address	123 Test Street
City, State Zip/Postcode	Coumbus, Ohio 43210
Home Phone	
Mobile Phone	987-654-3210
Work Phone	
Primary Number	Mobile
E-mail	fake@email.com
<b>Patient Information:</b>	
Name	Brutus
Breed	Chihuahua
Weight	7 lbs
Color/Description	Tan
Species	Canine
Sex	Male Neutered
DOB or Age	8/14/2017
Rabies Vaccine Current	Yes
Rabies Vaccine Type	3 Year(s)
Rabies Vaccine Expiration	
Infectious	No
Fractious	No
<b>Additional Referral Information:</b>	

Reason for Referral/Primary Complaint	Diabetic Cataract OU
Expectations for this case	Consult, Diagnostic Testing and Treatment
Additional Comments Pertinent History Vaccine History	<b>TEST ONLY!!!!</b> Patient diagnosed with diabetes mellitus three years ago. Currently controlled on 8 units of Vetsulin BID. Owner noticed cataracts last year but patient has been bumping into objects around the house for the past two months. Upon examination, cataracts appear to be hyper-mature. Could not visualize fundus. No topical medications started.
Medical Records	Will be attached
Lab Results	Will be attached
Diagnostic Images	None being sent
<b>Uploaded Files:</b>	
<a href="#">a061c0c180e04be7aa30dde472c81596.pdf</a>	
<a href="#">90ba35bf07354d4c9a4a44354ebb617e.pdf</a>	
<a href="#">Referral Summary - Brutus Doe v2.pdf</a>	

## Follow the steps on how to access a Patient's Chart on the rVetLink Portal.

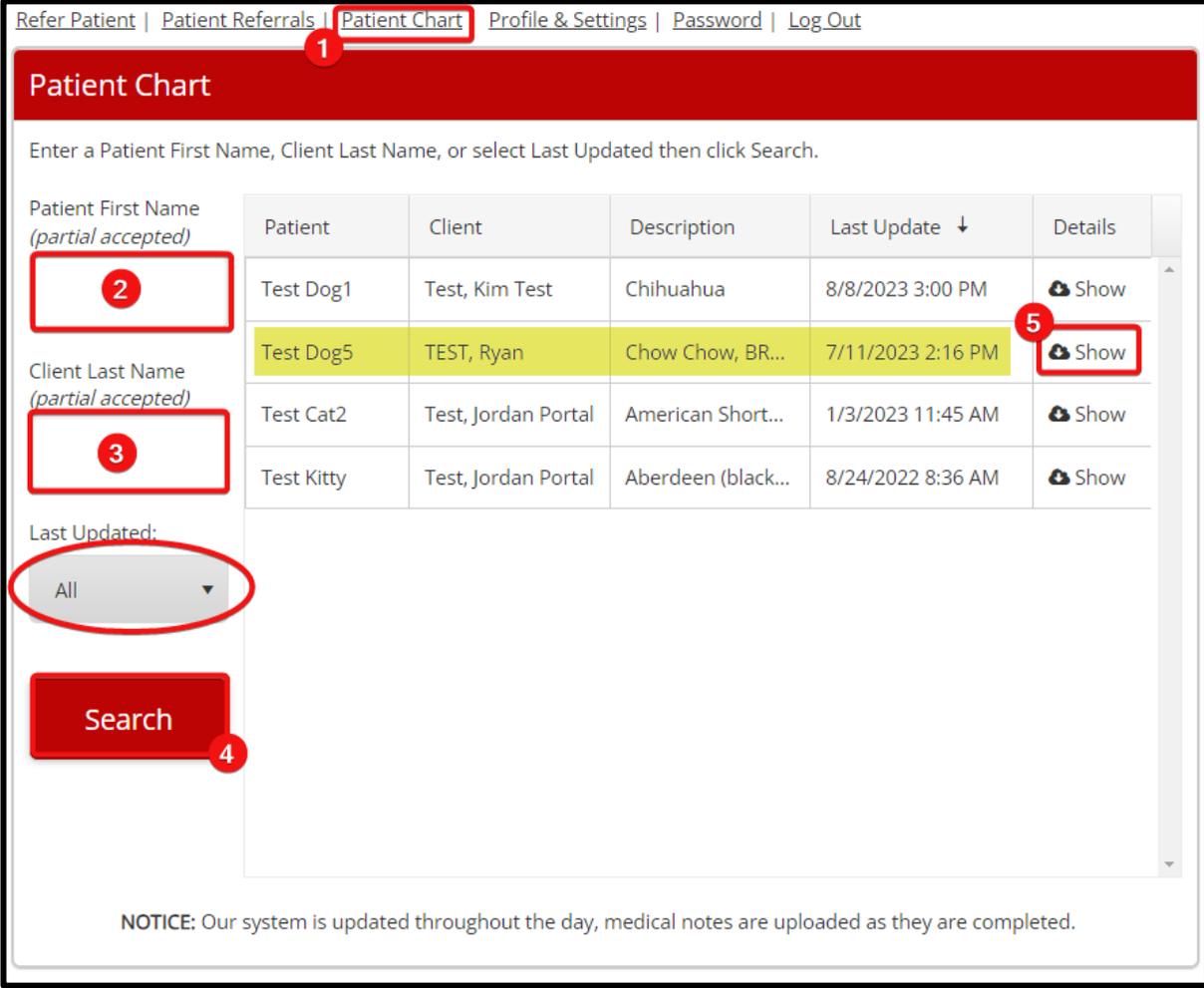
**Step 1:** Click on the “*Patient's Chart*” tab.

**Step 2:** Click in textbox and type “*Patient First Name*”.

**Step 3:** Click in text box and type “*Patient's Last Name*”.

**Step 4:** Click “Search”.

**Step 5:** Find desired patient and click “ *Show*”.



The screenshot shows the 'Patient Chart' page in the rVetLink Portal. The navigation bar at the top includes 'Refer Patient', 'Patient Referrals', 'Patient Chart' (highlighted with a red box and a red circle with the number 1), 'Profile & Settings', 'Password', and 'Log Out'. Below the navigation bar is a red header with the text 'Patient Chart'. A search instruction reads: 'Enter a Patient First Name, Client Last Name, or select Last Updated then click Search.' There are three input fields: 'Patient First Name (partial accepted)' with a red box and a red circle with the number 2; 'Client Last Name (partial accepted)' with a red box and a red circle with the number 3; and 'Last Updated:' with a dropdown menu showing 'All' and a red circle with the number 4. A red 'Search' button is located below the input fields. The search results are displayed in a table with columns: Patient, Client, Description, Last Update ↓, and Details. The table contains four rows. The second row, 'Test Dog5', is highlighted in yellow and has a red box around its 'Show' button with a red circle with the number 5. A 'NOTICE' at the bottom states: 'Our system is updated throughout the day, medical notes are uploaded as they are completed.'

Patient	Client	Description	Last Update ↓	Details
Test Dog1	Test, Kim Test	Chihuahua	8/8/2023 3:00 PM	Show
Test Dog5	TEST, Ryan	Chow Chow, BR...	7/11/2023 2:16 PM	Show
Test Cat2	Test, Jordan Portal	American Short...	1/3/2023 11:45 AM	Show
Test Kitty	Test, Jordan Portal	Aberdeen (black...	8/24/2022 8:36 AM	Show

**Click on the “*Last Updated*” drop down arrow to adjust the time frame of the desired uploaded records.**

**Patient's chart will appear below and provide medical documentation that has been uploaded to the portal.**

**Click  Open or  Show under the “Details/Results” section to view the documentations.**

**Check-In/Outs** scroll to top

Date In ↓	Date Out	Description
1/25/2022 9:00 AM	current patient	Exam Initial 

**Medical Notes** scroll to top

Date ↓	Description	Details
8/16/2022 2:58 PM	Clinical Summary	 <b>Opened</b>
8/2/2022 11:47 AM	Clinical Summary	 Open
4/18/2022 9:05 AM	Clinical Summary	 Open

**Diagnostic Results** scroll to top

Please be aware diagnostic 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
8/8/2023 3:00 PM	Attachment - AAYLA-WILMER-2023-08-07-2230	 <b>Opened</b>
8/8/2023 2:36 PM	Attachment - AAYLA-WILMER-2023-08-07-2230	 Open
8/7/2023 2:07 PM	PCV/TP (PER TEST) - 47.6	 Shown
8/30/2022 11:14 AM	ULTRASOUND SA--ABDOMEN - test	 Shown
5/4/2022 9:35 AM	- Unallocated result from Vet Rocket - the below details might help you find out	 Shown



**THE OHIO STATE UNIVERSITY**  
VETERINARY MEDICAL CENTER

The Ohio State University  
 Veterinary Medical Center  
 601 Vernon L. Tharp St.  
 Columbus, OH 43210-1089  
 (614) 292-3551

Please find attached the clinical summary for Test Test, Patient ID: 614842

**Client Details**  
 Name Test, Kim Test Phone 6148430...  
 Address 601 Vernon Drive  
 Columbus, Ohio,  
 43212

Monday the 15th of August 2022

**Physical Exam**  
 -No physical exam performed.  
 -Today's brief examination was limited just to

**Procedures**  
 Document if anything was done
 

- BP obtained using # cuff on right rear
- venipuncture right jugular

**Vitals**  
 Comments: Record if taken

**Instructions/Prognosis**  
 What was done today  
 -any results if applicable  
 What happens next?  
 -return for ### in ## days  
 -we will contact you with results  
 -the doctor will contact you with recommendat

**Plan**  
 What is being done today?  
 -labs being obtained.



**AAYLA WILMER**

PET OWNER: WILMER  
 SPECIES: Canine  
 BREED:  
 GENDER:  
 AGE: 8 Months  
 PATIENT ID:

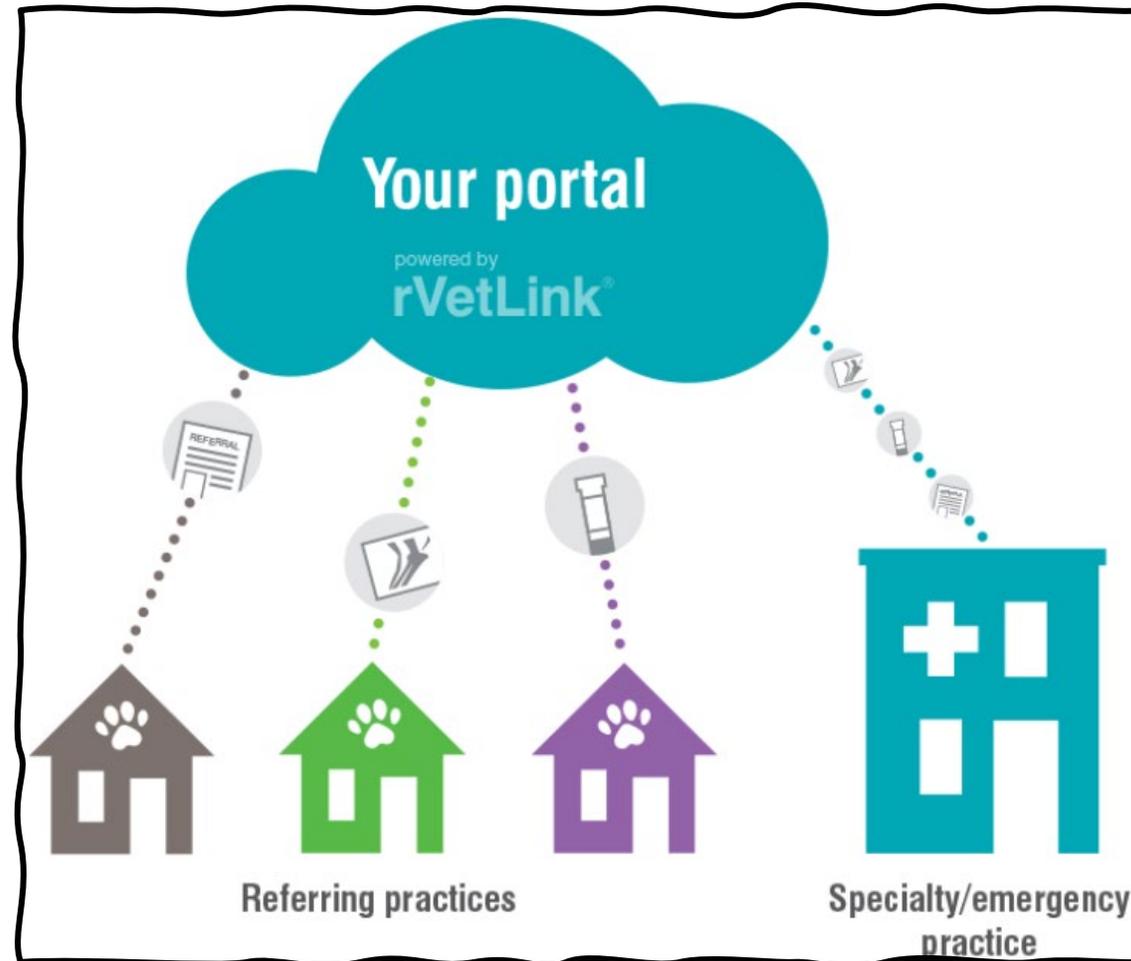
Ohio State University Vet Med Center  
 5020 Bradenton Ave  
 Dublin, OH 43017  
 614-889-8070  
 ACCOUNT #:  
 ATTENDING VET: DANIKA SORENSEN

LAB ID:  
 ORDER ID:  
 DATE OF RECEIPT: 8/7/23  
 DATE OF RESULT: 8/7/23

IDEXX Services: ProCyte Dx Hematology Analyzer, Catalyst One Chemistry Analyzer

**Hematology**

TEST	RESULT	REFERENCE VALUE	
RBC	6.50	5.65 - 8.87 M $\mu$ L	<div style="width: 100%; height: 10px; background: linear-gradient(to right, #ccc, #ccc);"></div>
Hematocrit	41.1	37.3 - 61.7 %	<div style="width: 100%; height: 10px; background: linear-gradient(to right, #ccc, #ccc);"></div>
Hemoglobin	14.3	13.1 - 20.5 g/dL	<div style="width: 100%; height: 10px; background: linear-gradient(to right, #ccc, #ccc);"></div>
MCV	63.2	61.6 - 73.5 fL	<div style="width: 100%; height: 10px; background: linear-gradient(to right, #ccc, #ccc);"></div>
MCH	22.0	21.2 - 25.9 pg	<div style="width: 100%; height: 10px; background: linear-gradient(to right, #ccc, #ccc);"></div>
MCHC	34.8	32.0 - 37.9 g/dL	<div style="width: 100%; height: 10px; background: linear-gradient(to right, #ccc, #ccc);"></div>
RDW	15.8	13.6 - 21.7 %	<div style="width: 100%; height: 10px; background: linear-gradient(to right, #ccc, #ccc);"></div>
% Reticulocyte	0.2	%	<div style="width: 100%; height: 10px; background: linear-gradient(to right, #ccc, #ccc);"></div>
Reticulocytes	15.6	10.0 - 110.0 K $\mu$ L	<div style="width: 100%; height: 10px; background: linear-gradient(to right, #ccc, #ccc);"></div>
Reticulocyte Hemoglobin	25.5	22.3 - 29.6 pg	<div style="width: 100%; height: 10px; background: linear-gradient(to right, #ccc, #ccc);"></div>
WBC	9.14	5.05 - 16.76 K $\mu$ L	<div style="width: 100%; height: 10px; background: linear-gradient(to right, #ccc, #ccc);"></div>
% Neutrophils	* 84.7	%	<div style="width: 100%; height: 10px; background: linear-gradient(to right, #ccc, #ccc);"></div>
% Lymphocytes	* 10.7	%	<div style="width: 100%; height: 10px; background: linear-gradient(to right, #ccc, #ccc);"></div>
% Monocytes	* 3.2	%	<div style="width: 100%; height: 10px; background: linear-gradient(to right, #ccc, #ccc);"></div>
% Eosinophils	1.4	%	<div style="width: 100%; height: 10px; background: linear-gradient(to right, #ccc, #ccc);"></div>
% Basophils	0.0	%	<div style="width: 100%; height: 10px; background: linear-gradient(to right, #ccc, #ccc);"></div>
Neutrophils	* 7.74	2.95 - 11.64 K $\mu$ L	<div style="width: 100%; height: 10px; background: linear-gradient(to right, #ccc, #ccc);"></div>
Bands	* Suspected		
<b>Lymphocytes</b>	<b>* 0.98</b>	<b>1.05 - 5.10 K<math>\mu</math>L</b>	<div style="width: 100%; height: 10px; background: linear-gradient(to right, #ccc, #ccc);"></div>
Monocytes	* 0.29	0.16 - 1.12 K $\mu$ L	<div style="width: 100%; height: 10px; background: linear-gradient(to right, #ccc, #ccc);"></div>
Eosinophils	0.13	0.06 - 1.23 K $\mu$ L	<div style="width: 100%; height: 10px; background: linear-gradient(to right, #ccc, #ccc);"></div>
Basophils	0.00	0.00 - 0.10 K $\mu$ L	<div style="width: 100%; height: 10px; background: linear-gradient(to right, #ccc, #ccc);"></div>
<b>Platelets</b>	<b>* 74</b>	<b>148 - 484 K<math>\mu</math>L</b>	<div style="width: 100%; height: 10px; background: linear-gradient(to right, #ccc, #ccc);"></div>



Interested in acquiring rVetLink or experiencing log in issues,  
email [CVM-OSUVETReferral@osu.edu](mailto:CVM-OSUVETReferral@osu.edu) or call 614-292-0950.