

Cornell University Veterinary Specialists

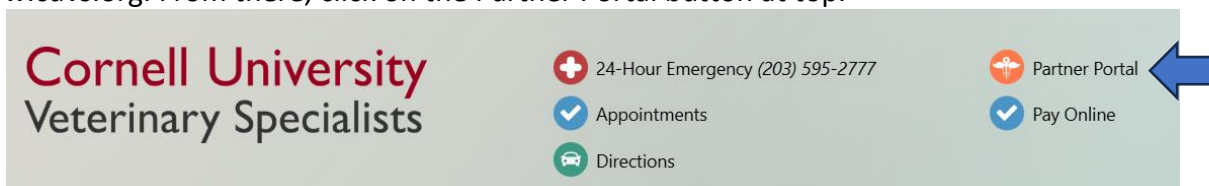
THE CUVS PARTNER PORTAL: Access & Use

Real-time. Self-serve. The portal enables our referring partners to have real-time access to their patients' medical charts at CUVS - from anywhere, and at any time. Moreover, it enables you to choose what information you want sent to you directly, and how you want to get it.

Accessing the Portal

Website

Access the portal through the Cornell University Veterinary Specialists website at www.cuvs.org. From there, click on the Partner Portal button at top.

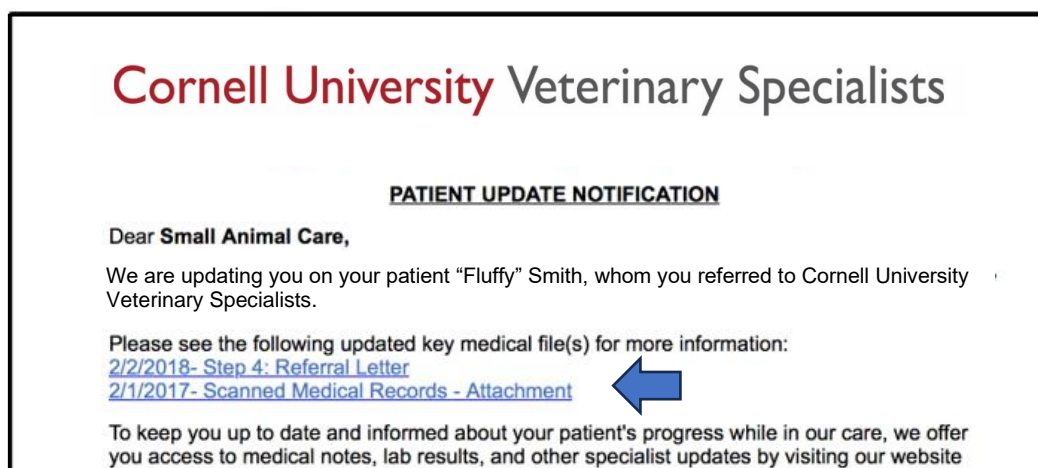


This will take you directly to the log-in screen.

Pro Tip: Bookmark the Portal login page on your browser for future quick access!

Automatic Notifications

Patient notifications via email include an embedded link that enables you to quickly access finalized medical documentation. Simply click on the link to be redirected to the document of interest. To view additional documents or patient charts, log into the portal via cuvs.org as above.

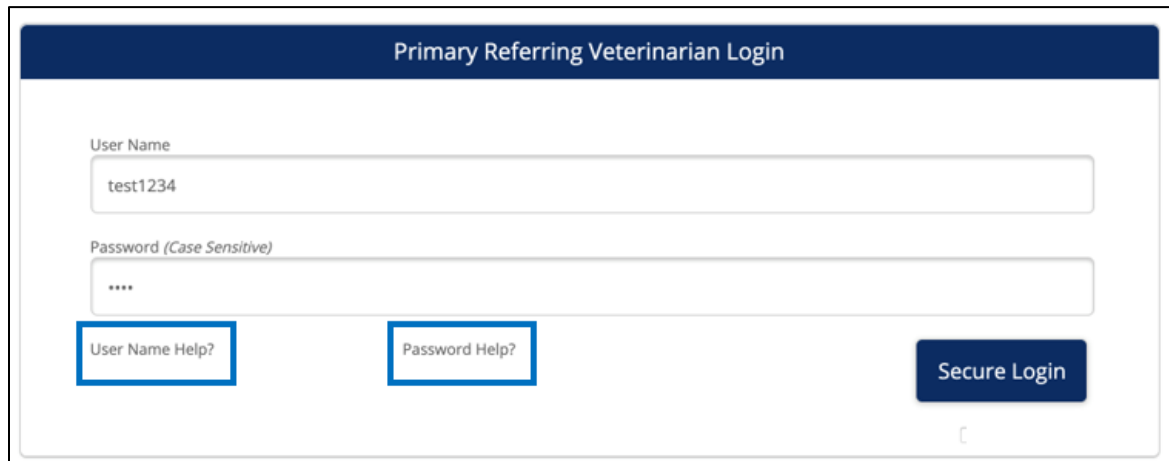


Logging In

Welcome Letter

When you are first registered in our system as a referring veterinarian, a Welcome Letter is 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.

Note: This username and password is on a per CLINIC basis, not individual, so make sure your entire staff is aware of the login credentials.



The image shows a login form titled "Primary Referring Veterinarian Login". It has a dark blue header bar with the title in white. Below the header, there are two input fields: "User Name" with the text "test1234" and "Password (Case Sensitive)" with four asterisks. Below the password field, there are two buttons: "User Name Help?" and "Password Help?", both highlighted with blue boxes. To the right of these buttons is a dark blue "Secure Login" button. At the bottom right, there is a small "C" icon.

User Name Help?

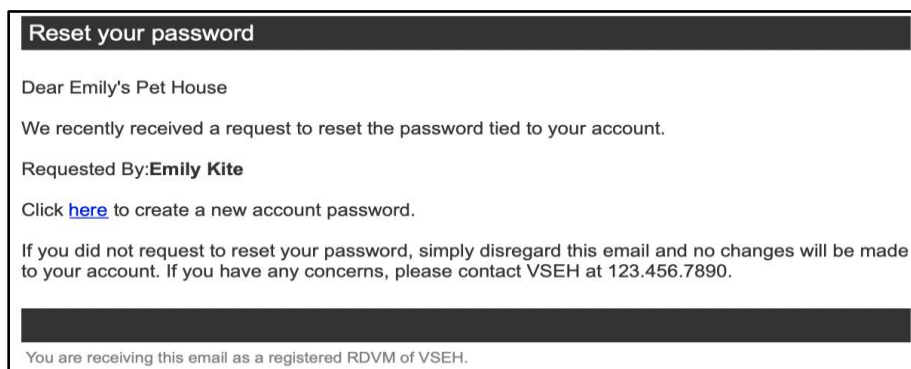
If you forget your username, click on this button. It will prompt you to enter the email associated with your hospital's account. In a few minutes, you will receive an email containing the username for your hospital.



The image shows an email titled "Forgot User Name Request". The body of the email reads: "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.", and "Thank you." Below the text is a dark blue bar. At the bottom, it says "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 to what email your password reset information will be delivered. The email will confirm that you requested a new account password and will provide you with an embedded link to do so.



The image shows an email titled "Reset your password". The body of the email reads: "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." Below the text is a dark blue bar. At the bottom, it says "You are receiving this email as a registered RDVM of VSEH."

Need More Help?

If you are unsure of your hospital's username or password, please contact CUVS at (203) 595-2777. We can resend your hospital's Welcome Letter that includes your credentials and a link to the portal.

Patient Chart

Viewing Records

This is the home screen of the Portal and contains the medical history of patients you have referred to CUVS. Search for the patient of interest through the following methods:

- Patient 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:

- Client Information
- Patient Information
- Check-In/Out
- Appointments
- Medical Notes/Clinical Summaries
- Discharge Instructions
- Prescriptions
- Procedures
- Diagnostic Results/Laboratory
- Digital Imaging

Client Information					
Client Name	Lisa Lornac	Home Phone			
Email	ljornac@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)	
Manually entered.		
Test	Result	Normal Ranges
GLU	89 mg/dL	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 see an overall 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 <input type="checkbox"/> less detail		
Date ↓	Description	Details
12/28/2019 4:58 PM	Attachment - IDEXXResultPdf-267553061(Final)	

Pro Tip: Attachments must be downloaded individually, so good to download medical documents to your own files after each patient visit to keep your files updated with the most relevant information.

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 records and communications.*



Patient Chart | **Profile & Settings** | Password | Log Out

Patient Chart

Notification Settings

You can set if you want to receive notifications via email, fax, both or neither. There are four notification types for which you can opt in:

- Update (medical notes – clinical summaries, discharge instructions)
- Check In
- Check out
- Deceased

You determine which notifications you'd like to receive for each of the above - 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 can only enter one fax but can add as many emails as you'd like.

Click **Update** once done.

Notification Settings

Fax Number	Check In	Update	Check Out	Deceased
(918) 555-2121	<input type="button" value="Off"/>	<input checked="" type="button" value="On"/>	<input type="button" value="Off"/>	<input checked="" type="button" value="On"/>

Email Addresses	Check In	Update	Check Out	Deceased	
vseh@rvetlink.com	<input checked="" type="button" value="On"/>	<input checked="" type="button" value="On"/>	<input checked="" type="button" value="On"/>	<input checked="" type="button" value="On"/>	<input checked="" type="button" value="✓ Apply"/> <input type="button" value="✗ Cancel"/>
vsehDVM@rvetlink.com	<input type="button" value="On"/>	<input type="button" value="On"/>	<input type="button" value="On"/>	<input type="button" value="On"/>	<input type="button" value="✎ Edit"/> <input type="button" value="🗑 Delete"/>
reception@rvetlink.com	<input type="button" value="On"/>	<input type="button" value="On"/>	<input type="button" value="On"/>	<input type="button" value="On"/>	<input type="button" value="✎ Edit"/> <input type="button" value="🗑 Delete"/>

eReferrals: Sending a Referral

To securely submit a referral through the Portal, click the **Refer Patient** tab above the Patient Chart, to the far left. See below for a breakdown of each page within the referral submission.



Referral Details

Describes which specialty service this referral needs and the general reason for the referral. The Additional Comments section at the bottom is intended for you to include any consultation notes or additional information you'd like to pass along to CUVS regarding the referral.

Fields marked with a red asterisk are required for submission.

If you don't have sufficient time to complete a referral submission in its entirety, click the **Finish Later** button at the bottom of the submission. You will be able to access this referral from the Patient Referrals tab to complete at a later time. (for more information on Patient Referrals, see below).

The screenshot shows the 'Refer Patient' form with a progress indicator at the top: 1 Referral Details, 2 Referring Veterinarian, 3 Client, 4 Patient, 5 Review & Complete. The 'Referral Details' section includes the following fields:

- Specialty Service for Referral ***: A dropdown menu with 'Cardiology' selected. This field is highlighted with a red box.
- Urgent Referral**: A button labeled 'No'.
- Request Specific Doctor**: A text input field.
- Appointment Schedule Preference**: A dropdown menu with 'Referring veterinarian will call us' selected.
- Reason for Referral/Primary Complaint**: A text input field with 'Arrhythmia and labored breathing' entered.
- Expectation for this case**: A dropdown menu with 'Consult, Diagnostic Testing and Treatment' selected.
- Additional Comments | Pertinent History | Vaccine History | Tentative Diagnosis (8000 characters maximum)**: A text area with 'Patient is very aggressive around males' entered. This section is highlighted with a red box.

At the bottom right of the form, there are three buttons: 'Cancel', 'Finish Later' (highlighted with a red box), and 'Next'.

Referring Veterinarian

Describes the information of you and your hospital. Most of the fields will auto-populate from your Profile. This does not include “Veterinarian’s Name” and “Submitted By” fields; these need to be entered.

The image shows a web form titled "Refer Patient" with a progress bar at the top indicating five steps: 1. Referral Details, 2. Referring Veterinarian (current), 3. Client, 4. Patient, and 5. Review & Complete. The "Referring Veterinarian Information" section contains the following fields:

- Hospital Name *: Small Animal Care
- Phone Number: 918-555-1212
- Veterinarian's Name *: Dr. Doe
- Fax Number: 918-555-2121
- Submitted By: (empty field)
- E-mail Address: vseh@rvetlink.com, vsehDVM@rvetl

At the bottom of the form are four buttons: Previous, Cancel, Finish Later, and Next.

Client and Patient

These two tabs are the bulk of the referral submission and describe both client and patient details.

Patient Files

At the bottom of the Patient tab, you can indicate how records will be transferred to us, and will have the option to directly attach patient files to the eReferral submission.

Click the drop-down option under the Medical Records, Lab Results, and Diagnostic Images options to select the method in which records will be provided. To add a file, click the **Add File** button.

The image shows the "Patient Files" section of the form. It has three columns for different types of records, each with a dropdown menu to select a transfer method:

- Medical Records ***: Will be faxed
- Lab Results ***: Will be attached
- Diagnostic Images ***: Will be attached

Below these columns is a table of attached files. A red box highlights the "+ Add File" button. The table has a header "Name" and lists two files: "Lab Results.png" and "Radiograph.jpg". To the right of each file are "View" and "Delete" buttons. A red box also highlights the dropdown menu for the "Diagnostic Images" column, which shows the following options:

- Required -
- Pending, will be sent soon
- Will be attached (selected)
- Will be faxed
- Will be emailed
- Client will bring
- None being sent

At the bottom of the form are four buttons: Previous, Cancel, Finish Later, and Next.

Type in a description of the file you will upload then click **Select File** to access the files on your computer. Click the file you wish to upload and click **Open**. The file should appear in the box directly below the Select File button. Click **Upload** if you are satisfied with the file selected or **Clear** to remove it. Repeat process for as many files as you'd like to upload.

Upload File

Description

Medical History 1/1/16 - 1/1/19

New File

Select File

PDF

Auto-fill Release Notes .pdf

334.87 KB

Clear

✓ Upload

ⓧ Cancel

Review & Complete

The last page of the eReferral submission asks you to review the referral information. Click the **Submit** button at the bottom of the page once you have reviewed the information.

eReferrals: Patient Referrals

To access saved or previously submitted eReferrals, click the **Patient Referrals** tab above the Patient Chart.

[Refer Patient](#) | [Patient Referrals](#) | [Patient Chart](#) | [Profile & Settings](#) | [Password](#) | [Log Out](#)

Patient Chart

This is a database of all referrals submitted by your hospital through the Portal.

Patient Referrals

Review, Update, and Add New Referral(s)

Show Processed ☐ No
Export Last 30 Days

Status	Date...	Referred To	Referred From	Refer...	Specialty Service	Client	Patient	# F...	Status	Proc...	
	9/24/2019 5:30 AM	VSEH	Test Animal Medical Center	RVLHOS1	Surgery	Test 1	Puppy		Submitted	<input type="button" value="No"/>	
	9/24/2019 4:51 AM	VSEH	Test Animal Medical Center	RVLHOS1	Emergency	Thosh 1	Pinky		Submitted	<input type="button" value="No"/>	
	9/10/2019 12:16 PM	VSEH	Small Animal Care	ASC	Emergency	Wanda Ann Jones	Ferway	1	Submitted	<input type="button" value="No"/>	
	9/9/2019 2:51 PM	VSEH	Small Animal Care	ASC	Emergency	Lisa Lornac	Scarlet	1	Submitted	<input type="button" value="No"/>	
	9/4/2019 6:00 PM	VSEH	Small Animal Care	ASC	Surgery	Jeff Ambrookian	Ambro	1	Submitted	<input type="button" value="No"/>	
	8/13/2019 5:36 AM	VSEH	Test Animal Medical Center	RVLHOS1	Emergency	ADClientF ADClientL	Test Patient 1	2	Submitted	<input type="button" value="No"/>	
	7/29/2019 9:37 AM	VSEH	Test Animal Medical Center	RVLHOS1	Emergency	Princess Leia Organa	C-3PO	1	Submitted	<input type="button" value="No"/>	
	7/29/2019 8:52 AM	VSEH	Test Animal Medical Center	RVLHOS1	Internal Medicine	Deidra Schumacher	Snuggles	2	Update Submitted	<input type="button" value="No"/>	



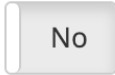


1
2
3
4
5
6
7
8
9
10
...

10 items per page

11 - 20 of 413 items

Submitted Referrals

You have the option to **View** or **Update** the referral.

Status 	Proc... 	
Submitted		 

To view the eReferral, click the **paper icon** located on the far right. A separate tab will appear with a PDF copy of the submitted referral. If you scroll down to the bottom, you can click on the embedded links to view any medical documents that were submitted with the referral.

Additional Comments	
Pertinent History	
Vaccine History	
Medical Records	None being sent
Lab Results	None being sent
Diagnostic Images	None being sent
Uploaded Files:	
Referral Summary - Puppy 1.pdf	

To update the eReferral, click the **pencil icon**. You will be brought back to the referral submission where you can update or edit information. Click **Submit** at the bottom of the eReferral submission when you are finished.

Referrals not yet Submitted

For eReferrals not yet submitted, you have the option to edit or delete the referral.

To edit the eReferral, click the pencil icon located on the far right and complete the same steps as you would to update an eReferral (see above). To delete the eReferral, click the trashcan icon located to the right of the pencil icon.



Data Management

Data can be filtered by clicking the **funnel icon** to the right of the category of interest. A dialog box will appear to select how you'd like the information to be filtered. You can filter items by:

- Contains...
- Starts with...
- Is equal to...
- Is not equal to...

Click **Filter**. once done for the information to filter according to the preferences selected.

To remove the filter, click the filter icon again, then **Clear**.

Statu... 	Proc... 	
Not Yet Submitted	