

RDVM Portal

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The **RDVM Portal** was released in 2019, allowing veterinarians access to visit information for patients they refer. It provides improved management and communication options, with a user experience tailored for referring veterinarians.

Previously, limited access was provided to our Medical Record System (VMACS) for the same purpose. While existing RDVM accounts on VMACS remain active, all new requests for RDVM access are being provided by the **RDVM Portal**.

Creating an Account

To register for the RDVM Portal, please fill out this [form](#). Someone from our Client Services will contact you to help set up your account.

If you are already referring veterinarian or have VMACS account, registering for access portal is an easy process as you are already in our system.

Features

For patients a veterinarian or their clinic referred, the RDVM Portal provides access to visit and appointment information, as well sending/receiving messages with the hospital.

An RDVM Portal User can:

- View Upcoming Appointments
- View Visit Details
 - Visit Details include: Full Visit Summary (excluding Comments and Retrieval Codes), Visit Images, and All Diagnostic details (Lab/PACS)
 - Full details for a Visit are made available after the record has been finalized. Before a visit is finalized, only the 'Clinicians Note to Veterinarian' would be available.
- Communicate with our clinical team, including patient records
 - Messages can be sent to and received from Clinicians and Services
 - Messages can include image or pdf attachments.

User Management

The RDVM Portal allows flexibility for both clinics and clinicians in managing their accounts.

As a Clinic, you are able to:

- Provide accounts for clinicians and office managers
- Manage access for members of your clinic

As a Clinician, you are able to:

- Link your account to multiple clinics
- Use one account to view all patients you refer

RDVM Portal vs VMACS

Below is a feature comparison between the RDVM Portal and VMACS.

Content	RDVM Portal	VMACS
Upcoming Appointments	Yes	No
Finalized Visits	Full Visit Summary excluding Comments and Retrieval Codes sections Visit Images All Diagnostic details (Lab/PACS)	Full Visit Summary excluding Comments and Retrieval Codes sections Visit Images All Diagnostic details (Lab/PACS) Endoscopy results Consult results
Messages	Send and Receive messages (including attachments)	No
