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.

Interested in acquiring rVetLink or experiencing log in issues, email CVM-OSUVETReferral@osu.edu.

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

The following tutorial will guide you through how to log in and refer through the portal.
Step 1: To log in, enter your clinic's email and password. Then click “Secure Login”.

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.
Step 2: Click on the “Refer Patient” tab to begin the referral.
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.
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.
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.
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).
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.
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”.
Step 29: Click “Continue” after reading the “Thank you for your referral” message.
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 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).
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”.

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.
Interested in acquiring rVetLink or experiencing log in issues, email CVM-OSUVETReferral@osu.edu or call 614-292-0950.