

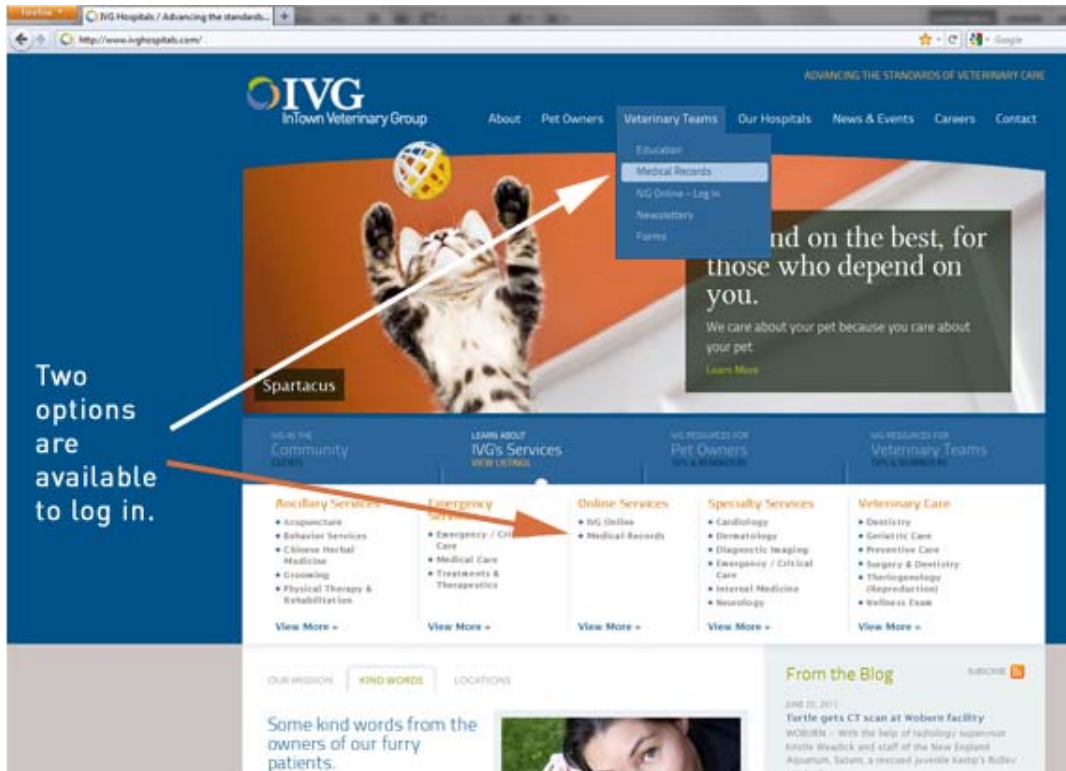
## Referring Veterinarian Online Interface User Manual

Please refer to the following pages on how to log in and view your patient files with our online interface. Your client's medical records and other information is updated automatically, in real-time.

Once you have received your hospital's user name and password, you are ready to use the interface. No additional software will need to be installed.

If you have any questions at all, please do not hesitate to contact Marie Katzen or Sommer Aweidah at either [ReferringVets@IVGHospitals.com](mailto:ReferringVets@IVGHospitals.com), or 781.932.5802. If you would like to reset your password, please contact us & we will be happy to help.

1. Go to [www.IVGHospitals.com](http://www.IVGHospitals.com)
2. Under "Veterinary Teams" in the menu at the top, select "Medical Records".
  - a. Alternatively, select Medical Records from the white bar in the middle of the screen. Scroll down the Medical Records page to the bottom and select "Online Access to Medical Records".



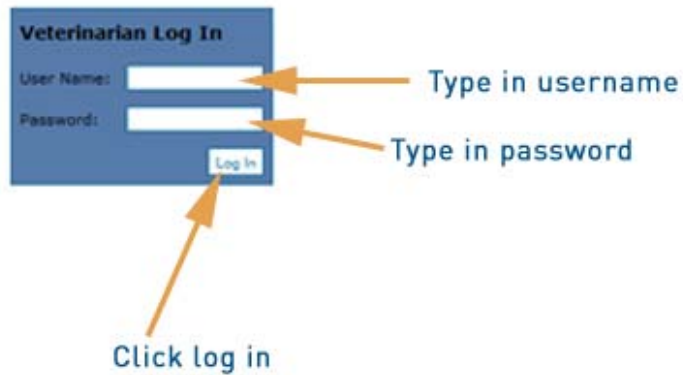
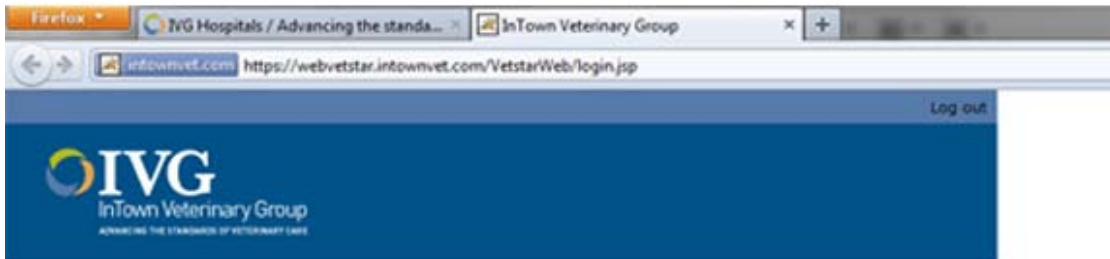
The screenshot shows the IVG website homepage. At the top, there is a navigation menu with "Veterinary Teams" highlighted. A dropdown menu is open under "Veterinary Teams", showing "Medical Records" as an option. A white arrow points from the text "Two options are available to log in." to the "Medical Records" option in the dropdown menu. Another white arrow points from the same text to the "Medical Records" link in the "Online Services" section of the main content area. The main content area features a large image of a cat jumping for a ball, with the name "Spartacus" below it. Below the image are several service categories: Auxiliary Services, Emergency, Online Services, Specialty Services, and Veterinary Care. The "Online Services" category includes "IVG Online" and "Medical Records".

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3. You will be taken to the log in page. If you do not have log in information for your hospital, or if you need to reset your password, please contact us by email at [referringvets@IVGHospitals.com](mailto:referringvets@IVGHospitals.com), or by phone at 781.932.5802. Please ask for either Marie Katzen, or Sommer Aweidah.

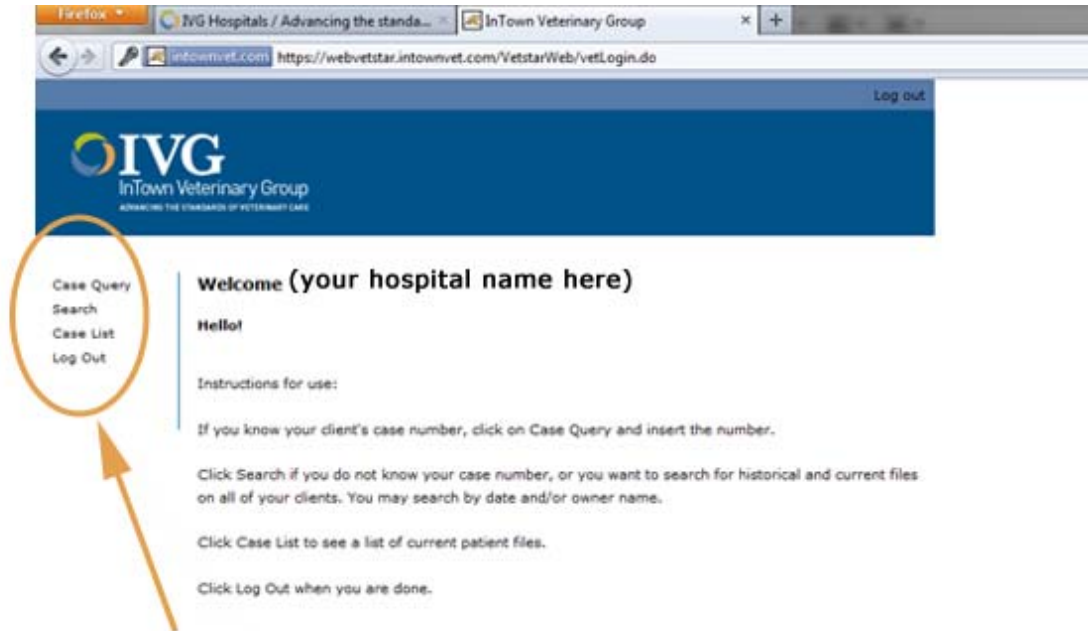
4. If you have a user name and password already, please type them into the appropriate boxes.



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## Finding Your Client's Medical Records



Click the appropriate link to pull up real time medical information on current or historical client cases.

5. If you know your client's InTown case number, click on Case Query and insert the number.

Click Search if you do not know your case number, or you want to search for historical and current files on all of your clients. You may search by date and/or owner name.

Click Case List to see a list of **current** patient files

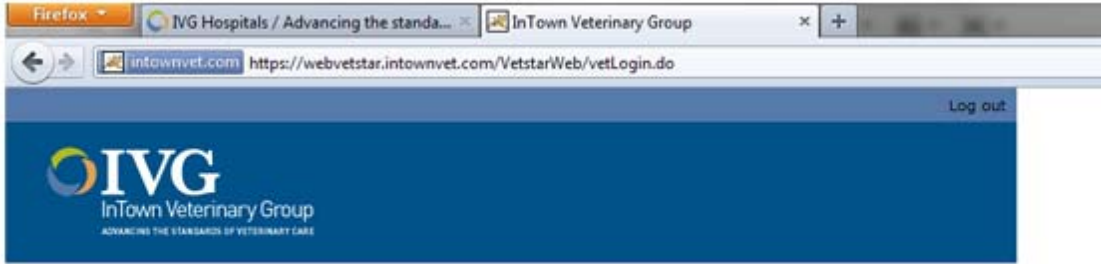
Click Log Out when you are done.

Please do not hesitate to call or email with any questions, or for further clarification. Screen prints are below:

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### Case Query:



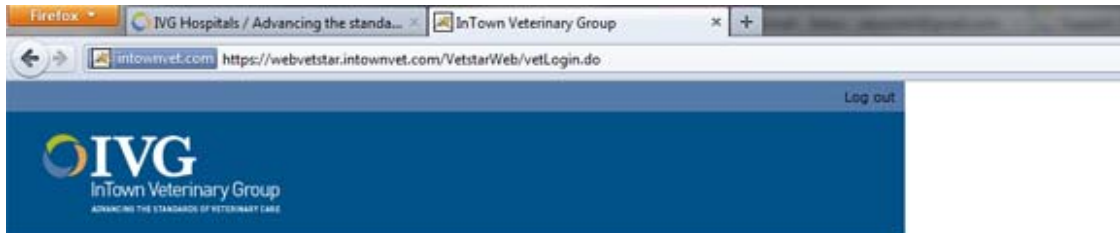
**Case Query**

Case Number

**Case Query:**  
If you know the IVG case number of your client, input it here.

If not, select "case list" for a list of patients currently being treated at an IVG hospital, or "search" to find a client by date or name.

### Search:



**Find Results By**

Start Date  Example Start Date Format: (mm-dd-yyyy)

End Date  Example End Date Format: (mm-dd-yyyy)

Owner

**Change dates as necessary.**  
*Tip: a shorter time frame will lead to quicker turn around on results on your end.*

Type in owner's name to narrow your search.

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## Case List:

The screenshot shows a web browser window with the URL <https://webvetstar.intownvet.com/VetstarWeb/vetLogin.do>. The page header includes the IVG logo and the text "InTown Veterinary Group". A navigation menu on the left contains "Case Query", "Search", "Case List", and "Log Out". The main content area is titled "Search Results" and displays "8 items found, displaying 1 to 8".

Case #	Owner Name	Patient Name	Breed	Age	Admission Date
<a href="#">1131207</a>	Stephen Colbert	Gipper	German Shepherd Mix	13 y 1 m	Mon Jun 20 2011
<a href="#">1132052</a>	Bruce Springsteen	Rosalita	Labrador Retriever	4 y 10 m	Thu Jun 23 2011
<a href="#">1131563</a>	Tom Brady	Ducky	Shih Tzu	6 y 1 m	Tue Jun 21 2011
<a href="#">1131472</a>	Chelsea Handler	Chuey II	Cocker Spaniel	7 y 3 m	Tue Jun 21 2011
<a href="#">1131468</a>	James Bulger	Rifieman	Maltipoo	6 y 1 m	Tue Jun 21 2011
<a href="#">1131351</a>	Pippa Middleton	Lucas	Toy Poodle	15 y 2 m	Tue Jun 21 2011
<a href="#">1132029</a>	Bob Dylan	Jemma	Toy Poodle	15 y 2 m	Thu Jun 23 2011
<a href="#">1131227</a>	Tim Thomas	Puck	Labrador Retriever Mixed	7 y 6 m	Mon Jun 20 2011

Below the table is a "Back" button. An orange arrow points from the text "Click on the case you are interested in viewing." to the first row of the table.

## Medical Summary:

6. Once you click on the case number link, you will be taken to another screen which will detail that patient's information. Depending on the type of case, you will have access to examination results, a case history, diagnostic testing, diagnoses, any follow up information necessary, discharge instructions, treatment options, prescription information, and so on.

Everything will be available in real-time, as soon as the data is loaded into our database, it is uploaded to the web automatically.

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The screenshot shows a web browser window with the URL <https://webvetstar.intownvet.com/VetStarWeb/vetLogin.do>. The IVG logo is visible at the top left. On the left side, there is a menu with options: Case Query, Search, Case List, and Log Out. The main content area is titled "Medical Summary" and displays the following patient information:

**Patient:** Gipper  
**Owner:** Stephen Colbert  
**DOB:** 05/03/98      **Age:** 13 y 1 m      **Sex:** Female Spay  
**Breed:** German Shepherd Mix      **Species:** Canine      **Weight:** 61 lbs

**Visit Date:** 06/20/11      **Reason:** consult leg issues

Below this information is a section titled "Patient History" which contains the text: "Your patient's history will be here".

Next is a table with the following data:

06/20/11	Surgery Exam	Results
	Temperature:	102.2
	P:	100
	R:	panting
	Weight:	57.8lbs
	Attitude:	BAR
	CRT:	< 2 seconds
	MM Color:	pink
	EENT:	
	H/L:	
	MSE:	
	Rectal:	
	Neurologic:	

Below the table is a section titled "Exam Summary" which contains the text: "Your patient's exam summary will be here".

Once you are done, click Log Out, or any of the menu options on the left to view another patient's file.

As always, please do not hesitate to call or email with questions or concerns.

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