MedVet Referral Partner Portal MRPP

Frequently Asked Questions

January 28, 2017

A. General Information

1. What is the MedVet Referral Partner Portal (MRPP)?

The MRPP is a software program that allows you, our Referral Partners, and MedVet to share information about our mutual patients.

The MRPP allows MedVet to share finalized medical records via two routes:

1. On the portal for you to review online.
2. Standard method via email, fax, or both.

You will be able to:

1. Have 24/7/365 online access to our finalized medical records of your patients.
2. Easily submit referrals through the portal.
3. Customize what information your practice receives and how your practice receives information.

2. Who should I reach out to if I have questions?

Every MedVet hospital has 1-2 people who are the designated MRPP Point Persons. Please reach out to your MRPP point person with any questions.

MRPP Point Person:

Location	Name	Email
Columbus	Laura Messerly	laura.messerly@medvetforpets.com
Hilliard	Anita Hensley	anita.hensley@medvetforpets.com
Toledo	Jeanna Beck	jeanna.beck@medvetforpets.com
Cincinnati	Maria Perez	maria.perez@medvetforpets.com
Cincinnati	Andrea Hofmeyer	andrea.hofmeyer@medvetforpets.com
Dayton	Maria Perez	maria.perez@medvetforpets.com
Dayton	Christine Cordray	christine.cordray@medvetforpets.com
Lexington	Skye Bricarello	skye.bricarello@medvetforpets.com
Indianapolis	Cassi Naden	cassi.naden@medvetforpets.com
Mandeville	Shannon Capouch	shannon.capouch@medvetforpets.com
Mandeville	Stephanie Keys	stephanie.keys@medvetforpets.com
New Orleans	Jeremy Seale	jeremy.seale@medvetforpets.com
New Orleans	Kayla Edwards	kayla.edwards@medvetforpets.com

3. **When will the MRPP be launched?**

   On Monday, September 19th at 4AM to all MedVet Referral Partners in Ohio and Kentucky.

   On Monday, February 6th at 4AM to all MedVet Referral Partners in Indiana. The first email/faxes of your patients' medical records will be sent at approximately 6am on 2/6, then about every 2 hours thereafter.

   On Monday, March 6th at 4AM to all MedVet Referral Partners in Louisiana. The first email/faxes of your patients' medical records will be sent at approximately 6am on 3/6, then about every 2 hours thereafter.

4. **What are the 4 types of notifications that I can receive?**

   a) Check In Notification – When your patient arrives to our emergency department.
   b) Discharge Notification – when your patient is discharged from our emergency department.
   c) Deceased Notification – When your patient is deceased.
   d) Update Notification – Patient updates include documents such as: referral letters, diagnostic imaging reports, lab work attached to diagnostic fax updates, etc

   You will be able to turn these notifications on or off according to the preferences of your practice. Your practice can also choose whether to receive these notifications via email, fax or both methods. (See Question 6 for instructions)

   IMPORTANT: If you want to continue to receive updates such as the referral letters, diagnostic imaging reports and lab work attached to diagnostic fax updates via fax and/or email, at least one of the update notifications must be turned on (either fax or email).

B. MRRP General Questions:

1. **How do I log into the MRPP?**

   You can access the portal from our website www.medvetforpets.com/portal or by clicking on the Referral Partner Portal link on our website. Your username and password are set for your entire practice. Individual doctors within your practice will not have separate passwords.

2. **I send referrals to MedVet hospitals in the Indiana region and in the Ohio/Kentucky region. How do I keep track of my patients?**

   We currently have two separate portals one for Indiana and one for Ohio/Kentucky. To view referral letters and other medical documents on the portal, select the region to which you sent your referral and enter your userid and password.

3. **How do I know my referral and attachments went through the MRPP?**

   Once a successful referral has been submitted, you will see a screen that says "Thank you for your referral." In addition, your practice will receive a copy of the referral by email if an email address was provided on the portal. Finally, you can also find all referrals that your practice has sent MedVet under the "My Referrals" section.

4. **How do I make changes or add information to referrals that I have already submitted? Can I resend a previous referral through the MRPP?**

   You can make changes, add information/attachments and resend your referrals by logging into the portal and selecting "My Referrals." Find the referral you want to resend and select "Update" to make changes or add additional attachments. Once you have made all of your changes, select "Submit" and the referral will be resent.

5. **What if I prefer not to use the MRPP?**

   You may continue to fax your referral information to us. However, we have new referral fax numbers (see below) which we recommend you use. These fax numbers will allow us to keep an electronic copy of the faxed referral information and help us minimize losing the information you fax to us regarding your referred patients. Please note that other fax numbers may continue to be used but they will not be captured electronically.

Location	Email	Fax
Columbus	referrals-columbus@medvetforpets.com	614-547-6689
Hilliard	referrals-hilliard@medvetforpets.com	614-401-4884
Toledo	referrals-toledo@medvetforpets.com	419-960-0503
Cincinnati	referrals-cincinnati@medvetforpets.com	513-808-4042
Dayton	referrals-dayton@medvetforpets.com	937-949-4227
Lexington	referrals-lexington@medvetforpets.com	859-298-3121
Indianapolis	referrals-indianapolis@medvetforpets.com	317-552-0919
Mandeville	referrals-mandeville@medvetforpets.com	985-626-4852
New Orleans	referrals-neworleans@medvetforpets.com	504-835-8509

6. **How do I change my practice's preferences?**

   a) Login to your MRPP account as described above in question 1.
   b) Go to "Profile and Settings".
   c) Make changes to your settings.
   d) Select "Update" to save changes.

7. **Since the portal preferences are set for the entire practice, should all doctors in my practice change the preferences?**

   Ideally, there should be only one person at your practice that makes changes to your preferences. All doctors should agree to those preferences.

8. **How do I attach images or other documents?**

   You can submit any image file type through the Refer-A-Patient page including DICOM. You can upload any documents, images, videos, etc.

   a) Login to portal
   b) Refer a patient
   c) Complete all fields that apply
   d) Under Patient Files you will have options to attach several types of documents
   e) Medical Records (select a choice from drop down menu))

f) Lab Results (select a choice from drop down menu)
g) Diagnostic Images (select "will be attached")
h) Select "Add File"
i) "Upload File" window will appear
j) Type in a description (patient name, etc..)
k) Select "Select File"
l) Choose file from the location it was saved to
m) Select "Upload"
n) Select "Next"
o) Review referral info
p) Select "Submit"

9. How frequently does the MRPP send documents from MedVet?

Every 2 hours. The portal will automatically send medical record updates within 2 hours of the document(s) being finalized in our Hospital Management System. The documents will appear on the portal for viewing and will be emailed and/or faxed to your clinic according to the preferences that you provided.

10. What if I'm not receiving emails from the portal?

It is possible that the email address within the portal is incorrect. You may login to the portal and confirm your email address or you may call us to help you.

Some emails might end up in your SPAM folder. If the emails are not in the SPAM folder, please call us so we can help you work through this issue and resend any documents that may have been missed.

11. If I only use snail mail (regular postal mail), how will I get the MedVet referral letters etc. regarding my patients?

We will continue to send you relevant medical records on your patient via snail mail.

12. What are some of the key enhancements that you are working on:

a) Ability for individual, referring veterinarians to add their own email address (not just the practice's) for follow-up on a specific case
b) Deeper integration with MedVet's teleradiology platform
c) Availability on mobile devices