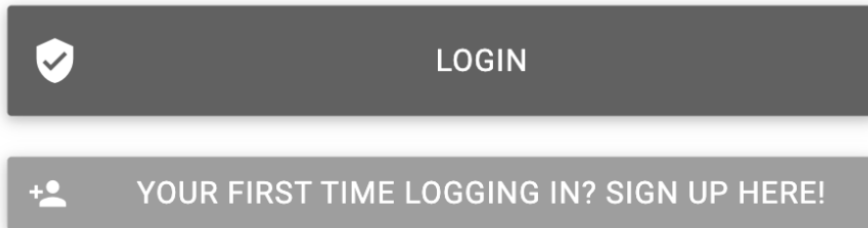


# Pet Portal

## Instructions and Tips

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### Creating an Account



1. When you login in for the first time you will need to create an account.
2. Fill out your information and the system will match you to the record on file!
3. Once you are logged in, you will want to select which hospital you would like to review records for.

Did you know that our hospital is actually part of a team of privately owned hospitals?! We partner together to share resources and are able to offer personalized care throughout each location. This also allows us to access your records at any of the 6 hospital locations giving your pet seamless care.



4. If there are two owners for one pet, you would have to share login credentials. Don't worry, in EzyVet it shows both owners on the main account, but in the portal, you will see one owner.
5. *If you see a message that an account already exists, or you ever forget your password, just call our front desk and they can reset the password for you.*

### Now you are Logged In! What options do you have?

1. In your **Dashboard**, you will see upcoming appointments, your pets, and any open invoices.
  - a. You can add future appointments directly to your calendar by selecting the icon below.



- b. You can cancel appointments you are unable to attend by selecting the icon below. Please make sure to always state a reason. You will need to call our front desk team to reschedule.



2. The **My Appointments** tab lets you see your future and past completed appointments.
3. **My Details** is where you can edit your personal information like name, address, email, and phone number.
4. **My Patients** is where you can view and edit your existing pets. Add a new pet if you add a furbaby to the family. Let us know their name, breed, age, and limited health information, and even upload a photo that gets attached to your pet's chart.
5. **Clinical Summaries** lets you download the notes from your visits.
6. **Diagnosis** shows you any test results.
7. **Health Statuses** shows the last weight, temperature, and heart rate your pet had during their last visit. Even see a graph of their weight journey!
  - a. Note: the weight is in kilograms. To convert to pounds just times that number by 2.2.
8. **Medications**, see any medication your pet was prescribed.
  - a. Note: you will only see medications from when we went live with our new medical records system and on. Anything from the past we can pull for you if you just call the front desk.
9. **Standard of Care** shows the recommended testing and vaccines your pet should have and when those tests and vaccines are due next.
10. **Vaccinations** hold your vaccine records.
  - a. Note: you will only see vaccinations from when we went live with our new medical records system and on. Anything from the past we can pull for you if you just call the front desk.
11. **My Invoices** show any current or past invoices and allows you to download them to see the breakdown of charges.
12. **My Payments** shows your payment history.
13. **My Statements** allows you to run a report to see your invoices and totals over the timeframe of your choosing.
14. **My Cards** is where you can save your credit card information.