

## Patient Referral to Specialist Process

### Doctor Role

Step 1: Refer the pet

Step 2: When checking charges be sure correct Consult or Referral charge is entered and the line item Referral to a specialist

Step 3: Enter referral/consults location into plan so that your nurse is aware

### Nurse Role

Step 1: Enter correct referral/consult charge is enter into evet

Step 2: Verify with referral/consult location in doctors plan

Step 3: Within 24 hours send all require documents to correct referral center

### Nurse Supervisor Role

Step 1: 3 times weekly run referral report to ensure accountability

Step 2: Meet with nurse on appointment to verify referral was sent

### Front Desk Role

Step 1: Once report is returned save in evet under Specialist/ER Report

Step 2: Whiteboard the referring doctor

Step 3: Send owner a "Get Well" card

## Specialist Specific Processes

### Dr. Zeltman

(Code: 103334 Referral to Specialist for Consultation/Surgery)

Step1: Click <https://hrvss.com/referral-form/>, this will automatically send you to the referral form

Step 1A: This form is to be used for estimate requests; a 2nd opinion on a case; or a 2nd opinion on X-rays or to schedule a surgery.

Step 1B: Scheduling a surgery (AFTER the estimate has been approved by the client), please use this new email exclusively: [SCHEDULING.DrPhilZeltman@gmail.com](mailto:SCHEDULING.DrPhilZeltman@gmail.com)

Step 1C: FYI- there is still no charge to review x-rays

Step 2: After you send the filled-in form, you will get a confirmation email with the form for the records

Step 3:X-rays should be uploaded in the referral form (JPEGs only)

Step 4: email any relevant lab work and most recent exam to [scheduling@hrvss.com](mailto:scheduling@hrvss.com)

**If sending for mass removal- you must send photos of the mass**

Step 5: Dr. Zeltman's Nurse will call and set an estimate and appointment with owner

\*For patient updates/ post op rads email [drphilzeltman@gmail.com](mailto:drphilzeltman@gmail.com)

### Penn Vet

(Code: 103334 Referral to Specialist for Consultation/Surgery)

## HEALING PAWS VETERINARY CARE

Reviewed 5/22

Step 1: Click [Referral Form](#) to fill out form

Step 2: Save form and email to [pennvet.referral@vet.upenn.edu](mailto:pennvet.referral@vet.upenn.edu)

Step 3: If referring immediately, call: 877-736-6838 to give them a heads up with the information regarding the patient and email medical records to [pennvet.referral@vet.upenn.edu](mailto:pennvet.referral@vet.upenn.edu)

### **Center for Veterinary Dentistry**

(Code:103334 Referral to Specialist for Consultation/Surgery, or if emailing xrays for consult use 23650 Dental Radiology Consult)

Step 1: Click [Referral Form](#) to fill out form

Step 2: Email [info@cvdos.com](mailto:info@cvdos.com)

Step 3: Once the patient makes an appointment the office will call us for records including dental x-rays

### **Antech Radiology**

(Code:103334 Referral to Specialist for Consultation/Surgery and Code:14990 Radiology Consult Antech Imaging Services (up to 10 views)) (If results are urgently needed us the 14991 STAT Radiology Consult)

Step 1: Pull up explorer and go to AIS <https://antechimagingervices.com/antechweb/>

Step 2: Log in: HealingPVC

    Password: Carlisle

Step 3: Go back in VXUE and pull up patient

Step 4: Click multisend in top right corner

Step 5: Select AIS then all images

Step 6: Go back into AIS and find the patient you wish to send and the bottom of the page and click the "Thought Button" icon. (It may take up to 1 hour for VXUE to communicate to AIS)

Step 7: Ensure the patient information is correct (edit if needed)

Step 8: Select the "Referring General Practitioner" from the pulldown at the top of the form

    Step 8 A: For a STAT consult select "STAT" option from the turnaround time pulldown

Step 9: Select your desired specialty (Radiology) and click the

Step 10: Complete the "History", "Description", "Practitioner Comments" and vital stats of the patient.

Step 10 A: Meet with referring document for imperative history section

Step 11: Click "Submit" with selected media

### **Pets in Lancaster**

(Code: 103334 Referral to Specialist for Consultation/Surgery)

Step 1: Click <https://www.lancasterpetemergency.com/referral-form/>

Step 2: Meet with referring Dr. for the Referral Information section

Step 3: Send records to [reception@lancasterpetemergency.com](mailto:reception@lancasterpetemergency.com)

### **VOSM**

(Code: 103334 Referral to Specialist for Consultation/Surgery)

Step 1: Click <https://www.vetsportsmedicine.com/how-to-refer>

Step 2: Fill out referral form at bottom of page

Step 3: Add all documents to the attachment section

Step 4: Click continue to submit referral

**VRC Malvern**

To view patient information in the referral portal

1. Go to <https://www.vrcmalvern.com/referral-portal/>
2. If prompted enter **username hpvc1197** and **password HPVcVrc21**