

Specialist and ER Report Process

CLIENT CARE

-A specialist or ER report is received via Gmail healingpaws@carlisleveterinarian.com

- Download the report and any radiograph images
- Upload the report into the pet's medical record
 - Select the Quick Link (blue box) "Upload File"
 - Document Type: Select Specialist/ER Reports
 - Name: Enter name of the facility that provided the service and date (example: Animal Dental Center (10/12/2021))
 - Date: No need to change
 - Select drop files here to upload
 - Select the file to upload
 - Select Open
 - Select Save
- Upload any radiograph's medical record
 - upload under medical images - titling each as the location and radiographs (ex. Rossmoyne ER Radiographs)
- Select Quick Link "Reason for Visit"
 - If this was a specialist referral and the reason for visit is listed you do not need to add it again.
 - If this was a specialist referral and the specific reason for visit is not available or if this was an emergency center visit, perform the following
 - Add a "Reason for Visit"
 - Name: Enter the reason for visit name (Example: Mouth Concern)
 - Service Date: Select the date the pet received the service at the specialist/ER
 - Save.
- Go to View By Groups - PLAN section to Enter Plan from the Specialist/ER Report
 - Select Add Plan
 - Name: Enter name of the hospital that provided the service and date of service (example: Animal Dental Center Plan (10/12/2021))
 - Date: Select the date the pet received the service at the specialist/ER
 - Copy and Paste the Plan from the plan section of the Specialist/ER report
 - Select Save
- If a follow up appointment is recommended in the Specialist/ER report, call the pet owner and schedule a follow up with the provider that referred the pet or the provider with a progress exam available in the time frame recommended
- Tasklist the vet nurse
 - Specialist/referrals: "specialist plan/document in record, please enter diagnosis and send it to the doctor."
 - Emergency reports: "ER report in record, please enter diagnosis."

VET NURSE

- Go to Diagnosis Quick Link and "add diagnosis"
 - Select the reason for visit from the dropdown list.
 - Enter Diagnosis Name: Diagnosis or procedure, name of the facility, date performed/diagnosed (ex: tooth extractions ADC 10/29/21)
 - do not select provider or a diagnosis code
 - Service Date: Select the date the pet received the service at the specialist/ER
 - Press Save
- Special Reports: tasklist dr that report is in and ready for review
- ER Reports: verify that team scheduled recheck, if not communicate with them, otherwise complete