FAQs

Login Credentials

Q. I cannot find my username and password. What do I do?

A. Contact our hospital at info@saguarovetsurgery.com, and we will resend your hospital a **Welcome Letter**.

This email will give you your username and a temporary password to login and access the portal. Once you enter the temporary password, it will prompt you to change it to a password of your choice. Please note, every username and password are issued per clinic, not per individual. Make sure everyone at your hospital is aware of the updated username and password.

Q. Can I change my username?

A. Your username is much like a social security number and cannot be revised. It is the way the portal is able to uniquely identify your hospital in the system.

Q. If I forgot my password, can I reset it myself?

A. You have to know your password to be able to reset it or change it due to security measures. If you need to reset it, see above on how to do this.

Referrals

Q. My hospital doesn't use electronic records. Can I still submit referrals through the portal?

A. Yes. On the final tab of the eReferral submission, you can choose another non-electronic method of transferring the records over to the specialty hospital including mailing, or sending them with the client. This helps us be prepared on where to expect your inbound information!

Q. Am I able to upload images or records to the portal?

A. Yes. This will be done on tab 4 of the eReferral submission at the bottom where it says Patient Files. On this tab, you will have the option to add images or records that are stored on your computer. Click Add File, type in a description of the file, then click Select File. From there, you will be able to attach images in your files directly to the eReferral submission. DICOM file formats are accepted.

Q. Can I attach more than one document to the eReferral submission?

A. Yes, and you can add multiple at a time. To do this, select the file(s) you wish to attach then click the Upload button. This will successfully attach your file to the eReferral.

Q. Why am I not seeing all of my referrals in the Patient Referrals tab?

A. For this particular feature, the portal only keeps track of referrals that are submitted through the portal. If you refer a patient through calling, email, etc. the referral will not appear in this tab. If you'd like to take advantage of having your referrals be organized into an almost "virtual filing cabinet" of sorts, make sure you are submitting referrals through the portal!

Q. Can I update a referral after it is already submitted?

A. Yes, but only if you submitted the referral through the portal. If you submit a referral through the portal, you can access the referral in the Patient Referrals tab. Here, you can choose to edit the referral and update it with additional information. Saguaro Veterinary Surgery will receive an email notification letting them know the referral has been updated with new information.

Patient Chart and Notifications

Q. When do records and reports show up on the portal?

A. Patient records and reports must be finalized by the veterinarian seeing the patient before they will upload to the portal. Once the records are finalized, our practice management software will pull the records in real time to the portal for you to access and view.

If you receive an incomplete record or report, please feel free to contact our office at info@saguarovetsurgery.com so that we may make it a priority to send you the completed file.

Q. What do I do if I am unable to open a patient document within the portal for viewing?

A. Please notify us if you are unable to view a document that says it is open for viewing. If you notice documents saying that they are pending after 24 hours, please inform us so that we can ensure that the record is finalized and sent to you.

Q: How long will these documents be up on the portal?

A. Patients remain active for 6 months on the portal. If you would like access after that time, please give us a call and we will reactivate the patient's medical note.

Q. Can I edit my notification settings?

A. You are in full control of what type of notifications are sent to you! To edit these settings, login to the portal and click on the Profile & Settings tab. Towards the bottom there should be a section titled Notification Settings. From here, you can decide what type of notifications you receive and the method in which you receive them. This is also where you can edit or add email information for where the notifications are being sent to. When finished, make sure to click Update at the very bottom.

Q. Why am I receiving notifications about some documents but not others?

A. First and foremost, make sure you always double check your spam folder for an automatic notification from the portal.

If it is not there, double check your notification settings under your Profile and Settings tab in the portal to ensure your email information is correct and up-to-date.

Lastly, check the portal online for a record you think may be missing. Documents including Medical Notes and attachments will automatically be sent out through the notification system,

but all other documents including lab results, images, prescriptions etc. are ONLY visible on the portal.

Saguaro Veterinary Surgery may include labs or images as attachments which would automatically be sent to your practice. For more information on what information is sent through the portal vs what is available only online to view, contact info@saguarovetsurgery.com.

Q. Is there a way to download all the records from the Patient Chart at once?

A. Not as of now. Currently, you will need to download the attachments individually. You can, however, click the Patient Chart PDF button to download a screenshot of the entire patient chart. This won't download the attachments, but it is a good, high-level visual for the patient's medical history.

Computer Error Messages

Q. If I get an error message when trying to log into the portal, what should I do?

A. Try the following solutions and if the issue persists, please reach out to us so we can better assist:

- ● Refresh the page and try logging in again. Sometimes browsers will "time-out" and give you an error message.

- ● Try logging on using a different browser (i.e. Chrome, Safari, etc.)

- ● Clear the cache on the browser you are using, close the browser, and try logging in again. For help on how to clear cache, please google "Clear cache on <insert browser name>" and it should provide step-by-step instructions.

Q. Why am I getting a pop-up blocker?

A. The internet browser that you are using has pop-up blocker turned on. Please refer to your browser settings to turn off the pop-up blocked for our site. If you are unsure of how to do this you can google, "how to turn off pop-up blocker in (name of the browser you are using, i.e. Chrome, Firefox, Internet Explorer)".