HIPPO MANAGER SOFTWARE, INC.
ONLINE PATIENT PORTAL FAQ - AUG 2017

How do I activate this for my practice? The patient portal will NOT be enabled for your practice until you activate it within your Hippo Manager app under "Management" click "Patient Portal" - view the instructions located at hippomanager.com/patientportal, it takes only a few minutes!

Are the records in the patient portal secure/safe? Yes! We use the same level of SSL encryption technology that we use for Hippo Manager software, this is no different. And it's cloud based, so patient records are accessible from anywhere anytime with secure login information.

Can clients view billing and pay invoices online? Clients can view their invoices and billing statements, but cannot pay online just yet - don't worry we're working on this for the future of this feature!

Can my client print their records? Yes, they can print the records like vaccination certificates (saving your practice $$ on paper!) as well as save the images locally to their own computer.

What exactly can my clients see? Visit hippomanager.com/patientportal for a complete video tour of what your clients will see. It includes the following for all clients attached as owners for all their pets and covers only the below items:

- Open Invoices/Transaction History
- Vaccination Certificates & Documents (signed versions)
- Appointments and Upcoming Reminders
- Lab/Test Results
- Chart Notes/SOAP Charts (only those that are SIGNED)

I have concerns about my clients seeing SOAP notes. I want them to be able to view their patient portal, but not sensitive information.
Clients will have access to the patient portal if you select that option in their patient file. You can choose for all your clients to have access, some or none – your client access is controlled by YOU. If you want your clients to have patient portal access however, you prefer for your clients not to view information contained in a chart note, leave the note unsigned, as only signed charts will be made visible.

How will my clients access this portal? Online, with any internet enabled device and any internet browser by using your custom practice URL.

What will my practice URL be? It will look similar to your Hippo Manager URL using your practice unique identifier letters at the beginning- for example: **ABCD**.hippo.vet but will be **ABCD**.patients.vet - Reminder that the URL will not be activated, until you opt-in.

How will my clients know they can access this portal? Once you've activated it for your practice, use our customizable PDF to add your practice URL, phone, practice name and logo to print in your office and hand to clients or use to email as an attachment to your clients. It includes instructions on how to sign up and view records online.

What if I activate this and then decide I don't want any of my clients to be able to see records online anymore? Simple! Send our support team an email requesting to de-activate your online patient portal. Clients who signed up will no longer be able to log in and view records.

Please visit hippomanager.com/patientportal, contact your client executive or reach out to our support team for additional questions: support@hippomanager.com or +1 877-819-0159 ext. 2