

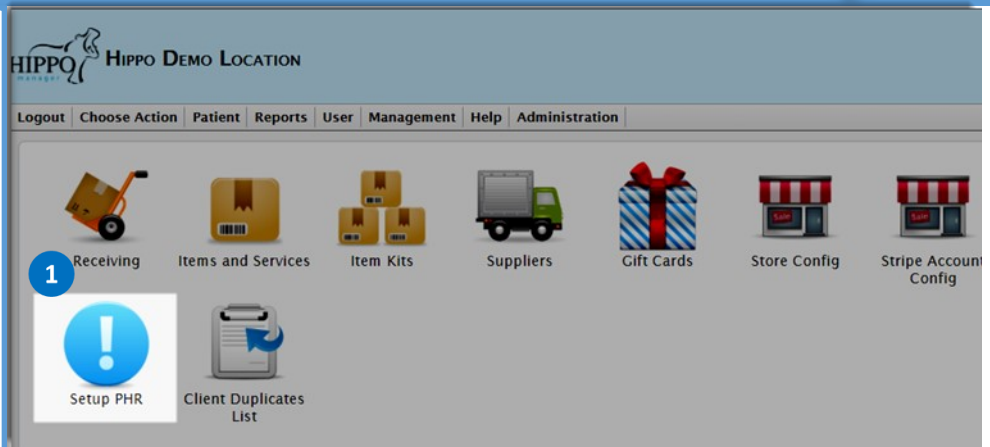
Patient Health Records (PHR) Portal



1 To activate the PHR, go to the “Management” tab in the Hippo Manager app and click “Setup PHR.”

2 Review any duplicate client records by clicking on “Client Duplicate List.”

Any true duplicate client records will need to be merged; email support@hippomanager.com to have any records merged or any client records that need to be deleted removed.



HIPPO manager Hippo Helpful Hint: Hippo Support will be automatically notified that your practice requires a customized PHR URL and will contact you with that information within 48 business hours.

2

Duplicate Records Report

Full Owner Name	Full Animal Name	# of Instances
CLARK KENT	KRYPTO	2
SAMUEL RAZOR	LUCY	3

Duplicate Client Records

Full Owner Name	# of Instances
TEST DEV501	2
TEST DEV504	2
TEST RAZOR	2
TEST2 DEV503	2

3 If any clients have the same email address, those records will need to be updated with unique email addresses. Navigate to the client record and go to “Choose Action;” click on “Client Information” and select the owner, then update the email address and click “Ok:”

Client Information

Last Name: Middle Name: First Name: Jane DOB:

Address 1: 123 Main Street Address 2: Relationship Type: Owner

City: Lexington State: Kentucky Zip Code: Preferred Communication: Email

Phone: 859-555-1234 Email: DL Number:

Referral Information:

Phone 2: Phone 3:

Cancel Ok

Patient Health Records (PHR) Portal




4 To enroll or check enrollment for a patient in the PHR, go to the "Patient" menu and click on the pencil icon on "Patient Info," then select "Yes" under "Enroll PHR" and click "Ok."

5 The flyer customized to your practice that you can either print out and distribute to your clients or download and email to them can be found by going to "Reports," "Client Forms," and clicking on "PHR Information Sheet:"

Logout Choose Action Patient Reports User Management Help Administration

Quick Links: Transaction History Vitals History Labs / Tests Insurance All Reports

4 Patient Info 

Sex: Spayed DOB: 2010-01-01 DOD: 0000-00-00
 Species: Feline Breed: American Polydactyl
 Color: Apricot Marking:
 Notes:
 License: Microchip:

Name: Fluffy Date of Birth: 2010-01-01 Date of Death: 0000-00-00

Species: Feline Breeds: American Polydactyl
 Color: Apricot Markings: Nothing Set
 Gender: Spayed

Enroll PHR: **4**
 Yes
 No
 Yes

Cancel Ok


HIPPO DEMO LOCATION

Logout Choose Action Patient Reports User Management Help Administration

Weight History Report Microchip Certificate Check-in Sheet Authorized Persons Authorize Transfer Surgery Consent Dangerous Animal

5 PHR Information Sheet


phr-client-sheet 1 / 1

5  Loving Paws and **ONLINE PATIENT PORTAL**

CHECK, PRINT & KEEP - YOUR PET'S RECORDS ONLINE!

IT'S FREE & EASY!


- Open Invoices & Transactions
- Vaccination Certificates
- Appointments
- Lab/Test Results
- Chart Notes

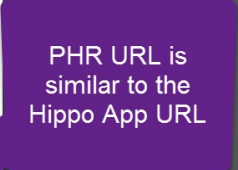


PATIENT PORTAL INSTRUCTIONS - FIRST TIME USERS

Requirements: Internet connected device (tablet, laptop etc.)

- Open your internet browser, copy & paste the URL: <https://app.patients.vet>
- Click "New Account", enter valid email address, follow the prompts and create a password.
- Save login information and above URL for future use
- Access anywhere, anytime!

Option to download or print this PDF 

PHR URL is similar to the Hippo App URL 

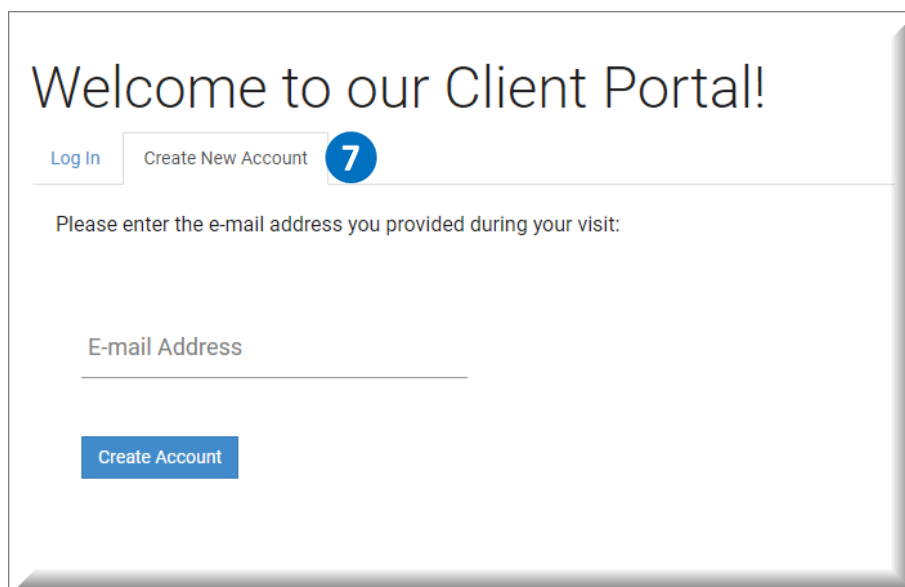
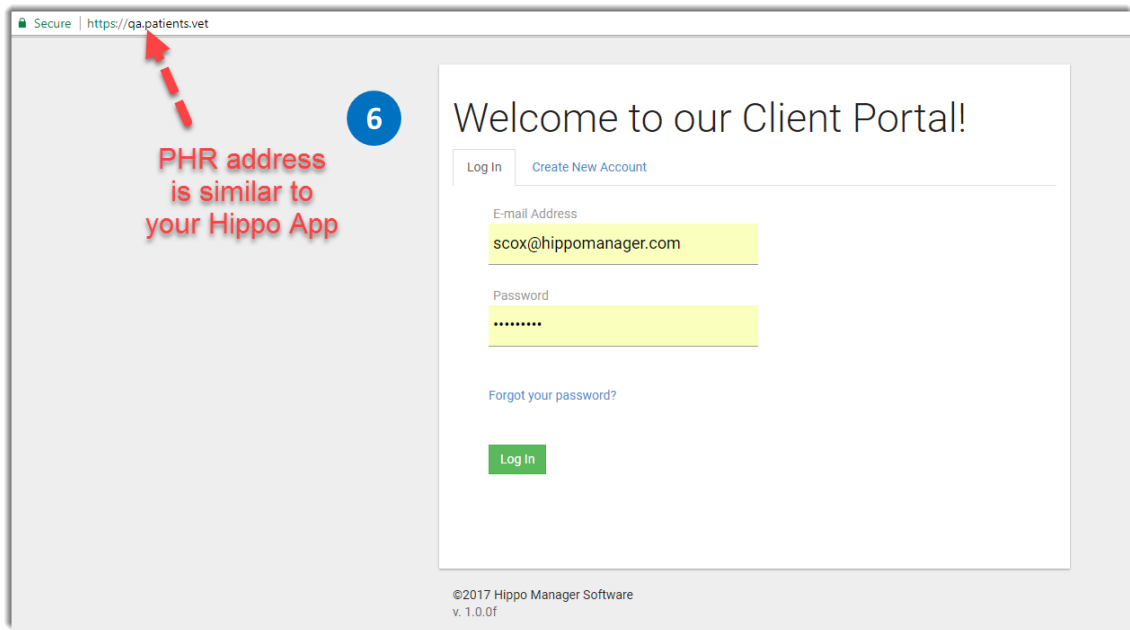
HIPPO

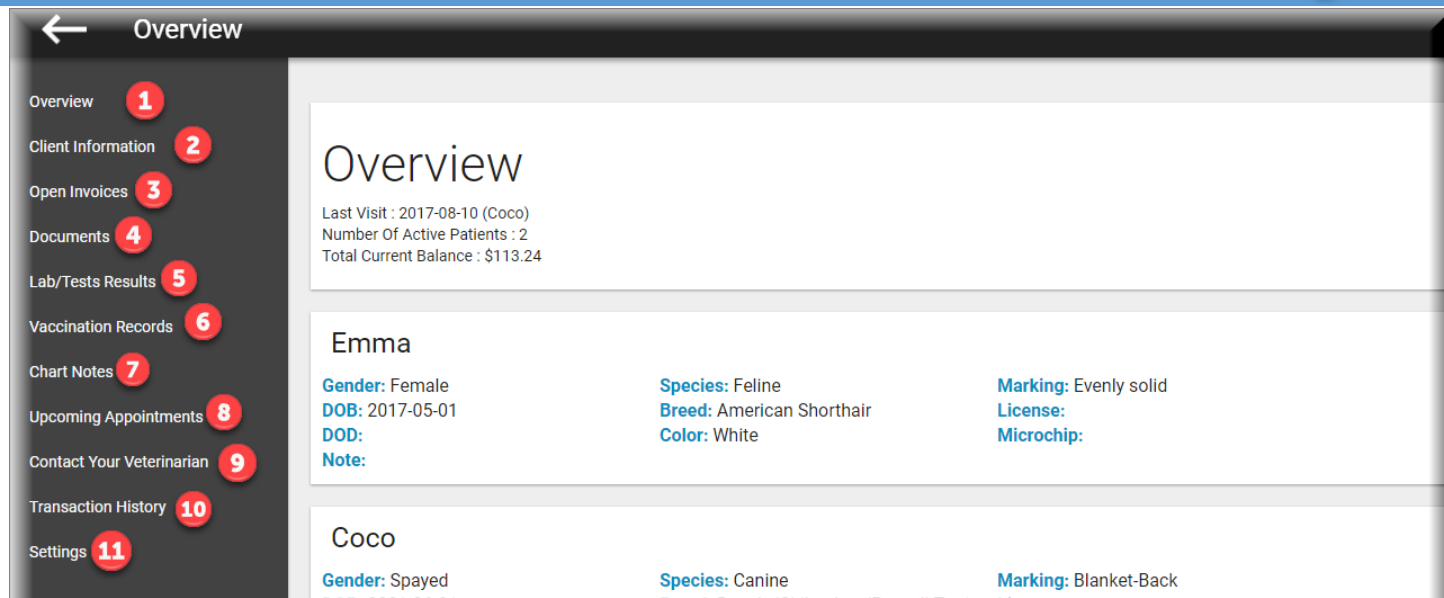
6 The login screen for the actual PHR will look similar to this screenshot.

7 Upon first accessing the site, clients will need to create a new account.

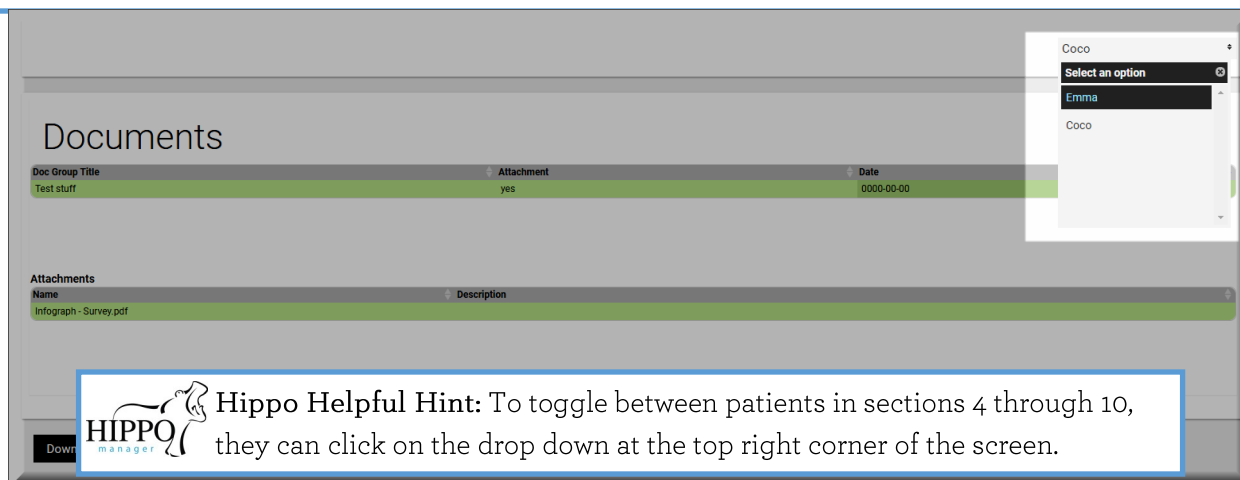


Helpful Hippo Hint: Email addresses must be unique for clients or they will not be able to create an account.





1. Overview: list of active patients and patient info (anything in the Notes field on the Patient Record will be visible; information that should not be visible should be under “Alerts” or remove patient from PHR)
2. Client Information: their information
3. Open Invoices: invoices with open balances; view, download, print (option to pay will be available in the future)
4. Documents: any documents on the patient record; view, download, print
5. Lab/Tests Results: any lab or test results on the patient record; view, download, print
6. Vaccination Records: all vaccination certificates; view, download, print
7. Chart Notes: signed charts only; view, download, print. Unsigned charts will not be accessible.
8. Upcoming Appointments: view only
9. Contact Your Veterinarian: practice contact information
10. Transaction History: receipts; view, download, print
11. Settings: change email address and/or password



Hippo Helpful Hint: To toggle between patients in sections 4 through 10, they can click on the drop down at the top right corner of the screen.