



## Have you registered for our online Portal?

### How do I register for access to the online portal?

Simply visit our website [www.dvh.com.au](http://www.dvh.com.au) and select the "Book Online" box at top right.

### Why register for the Dandenong Veterinary Hospital Online Patient Portal?

As an alternative to telephoning the hospital, you now have the ability to view and request some services online!

- Book and view current appointments
- Request repeats of long-term medication\*
- Check for visits and preventative medications/vaccines that your pet is due to receive - see SOC discussion below
- View statements, reprint invoices and receipts
- and more!

### Understanding the Standards Of Care (SOC) health screen

The SOC screen in the dashboard is where you may view your pet's health status. You will note that the "importance" column will highlight those items that we have nominated as "**core**" significance for your pet. This is typically where the health examinations, vaccinations and heartworm treatments are listed. The non-core items are various other life-stage milestones or treatments that we may monitor. The veterinarian can add or remove SOC items, based upon a customised care plan for your pet.

Here are some explanations for a selected few canine and feline acronyms to help you better understand:

Species	SOC Item	Description
Canine	BB & PI	This is the <b>annual</b> cough and flu vaccine. BB = Bordatella Bronchispetica. PI = Parainfluenza  The BB/PI forms one part of "C5 protection".
Canine	C3	This is the <b>triennial</b> vaccine to cover the three conditions: Distemper Virus Hepatitis Virus Parvovirus  The C3 forms the second part of "C5 protection". The C3 vaccine we use at DVH can protect for three+ years.
Canine	C3 Titre Test	Your dog may not require a C3 vaccine every third year. Instead, we perform an antibody titre test instead, each third year after the first.
Canine	C3 Ten Year Boost	At ten years of age, we provide a booster C3 vaccine to help the ageing immune system. After this, we return to the three-year cycle of an antibody titre test.
Feline	Panleuk	This is the <b>triennial</b> vaccine to protect against: panleukopaenia - a severe intestinal virus  The vaccine we use at DVH can protect for three years. This forms one part of the "F3" vaccine protection
Feline	F2	This is the annual flu vaccine protection against Calici Virus and Herpes virus  This forms the second part of the "F3" vaccine protection

### \*A note on requesting repeats of long-term medication\*.

In order for you to be able to request repeats of long-term medication, the veterinarian will need to first give permission for that medication to be ordered as a REFILL request, and the refill timing must not have previously expired.

#### REFILL permission available?:

View visible medications by selecting "Medications" from the Clinical section on the left menu options of the dashboard screen. If the medication is available for refill, then simply choose the blue REFILL button to the right of the medication line. During business hours, the veterinarian will complete refill requests and we shall send an SMS text to you once the medication is ready to collect.

#### REFILL permission not available?:

There is a reason that the blue REFILL button (or medication) is not listed:

- Your REFILL number has **not yet been set** by the veterinarian, or the refill **has expired** (maximum refill date has passed or all refills completed). The veterinarian needs to establish a new refill. By default, REFILL requests expire between 3 and 6 months after the veterinarian has created that initial refill permission. Call the hospital to request the next repeat cycle. You can then resume requesting subsequent refills via the online portal.
- Your medication may **not be a long-term medication**, and hence the veterinarian has not established permission for this medication to be requested as a refill request. If you feel that your pet may again benefit from a medication, then you will need to call the hospital to arrange an examination and consultation.

*The Caring Professional Team*

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