

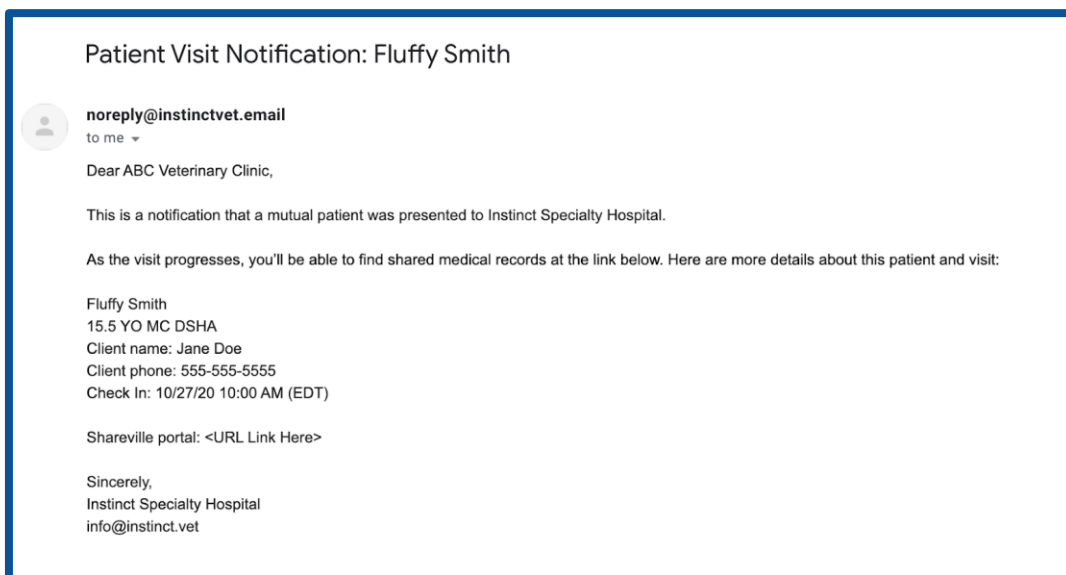


Welcome to Instinct Shareville!

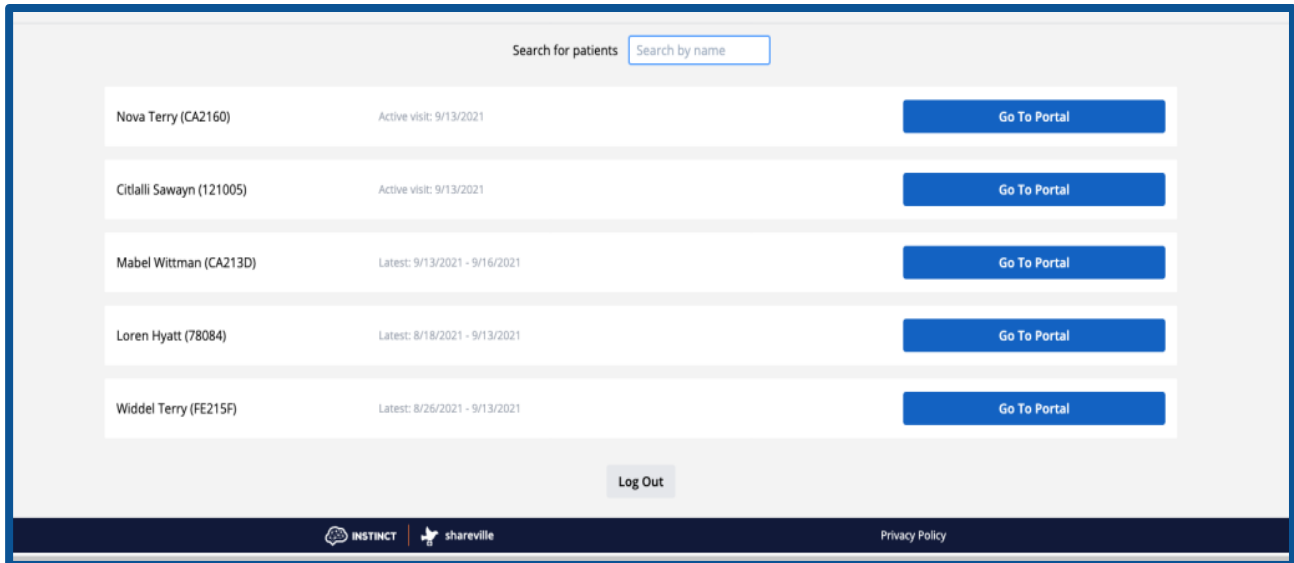
Bay State Veterinary Emergency and Specialty Services has begun using Instinct EMR Shareville, a unique portal system where referring veterinarians can receive email notifications of patient visits and view chart documents as they are finalized.

How Shareville Sends Records

When a patient first arrives at our hospital, our team inputs the referrer information into their chart, including hospital name and associated email address. Once a referrer is assigned, Shareville will automatically send a notification via email any time that patient is checked in or checked out of Instinct.



This email will include two links, one that will bring you to the specific patient portal, and another where you can view all patients seen at our hospital with your practice listed as the referrer, as seen below:

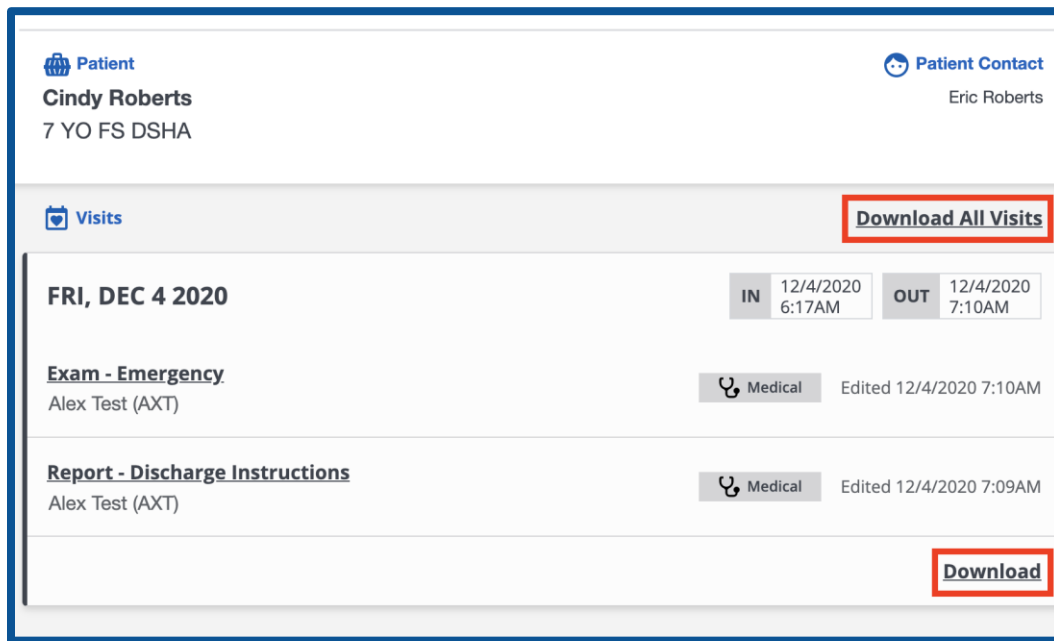


The screenshot shows a search interface for patients. At the top, there is a search bar labeled "Search for patients" with a "Search by name" input field. Below the search bar is a table listing five patients, each with a "Go To Portal" button. The patients listed are:

Patient Name (ID)	Visit Status	Action
Nova Terry (CA2160)	Active visit: 9/13/2021	Go To Portal
Citlalli Sawayn (121005)	Active visit: 9/13/2021	Go To Portal
Mabel Wittman (CA213D)	Latest: 9/13/2021 - 9/16/2021	Go To Portal
Loren Hyatt (78084)	Latest: 8/18/2021 - 9/13/2021	Go To Portal
Widdel Terry (FE215F)	Latest: 8/26/2021 - 9/13/2021	Go To Portal

At the bottom of the table is a "Log Out" button. The footer of the interface includes the Instinct Science logo, the text "shareville", and a "Privacy Policy" link.

As a patient's visit progresses and chart documents are finalized, they will become available for your practice to view. If a patient has multiple visits, all visits will be listed to allow access of past medical records on demand. Individual documents, specific visit information, or all visit information for a patient can be downloaded through the portal.

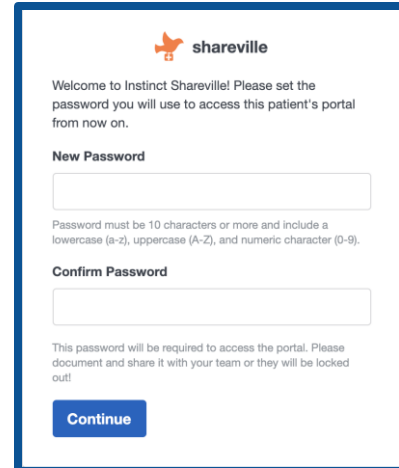


The screenshot shows a patient's visit details page. At the top left, it says "Patient" and "Cindy Roberts" with "7 YO FS DSHA" below. At the top right, it says "Patient Contact" and "Eric Roberts". Below this is a "Visits" section with a "Download All Visits" button. The visit details for "FRI, DEC 4 2020" are shown, including "IN" and "OUT" times. Below the visit details are two documents: "Exam - Emergency" and "Report - Discharge Instructions", both by "Alex Test (AXT)". A "Download" button is located at the bottom right of the page.

How to Log In

The first time your team accesses the patient portal, you will be prompted to create a password prior to login.

A username will never need to be created or entered, as this is authenticated by the portal link and the email address that we have on file for your practice. If we have multiple email addresses on file for you, the automated email will be sent to all emails listed and you will use the same password for each.



shareville

Welcome to Instinct Shareville! Please set the password you will use to access this patient's portal from now on.

New Password

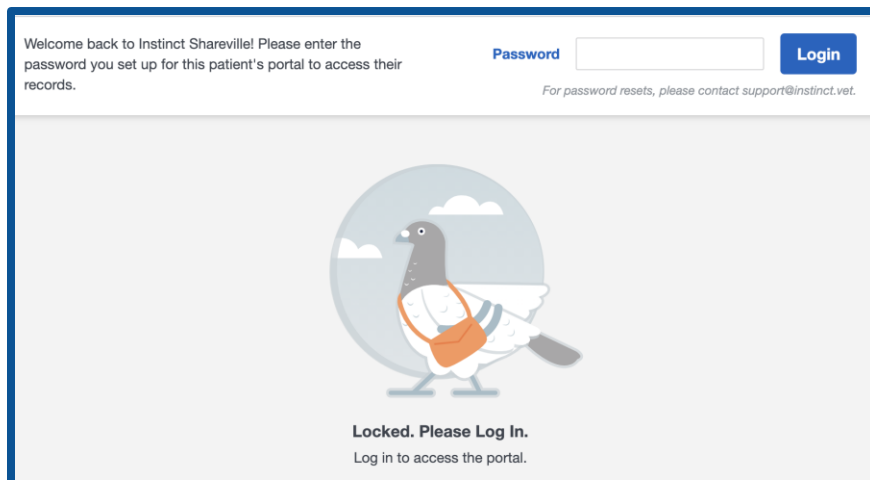
Password must be 10 characters or more and include a lowercase (a-z), uppercase (A-Z), and numeric character (0-9).

Confirm Password

This password will be required to access the portal. Please document and share it with your team or they will be locked out!

[Continue](#)

💡 **We strongly recommend documenting and sharing the password with your team, as it will be required any time you are accessing the portal.**




Welcome back to Instinct Shareville! Please enter the password you set up for this patient's portal to access their records.

Password

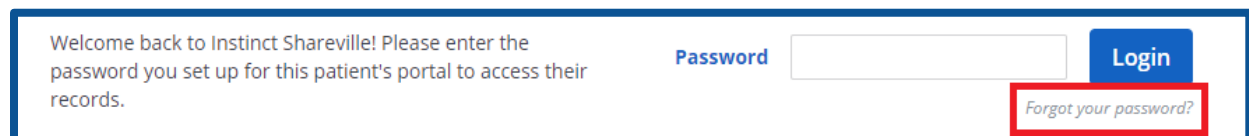
[Login](#)

For password resets, please contact support@instinct.vet.



Locked. Please Log In.
Log in to access the portal.

💡 **If the password is ever forgotten or needs to be changed, no problem! It can easily be reset using the "forgot your password" option on the login screen.**



Welcome back to Instinct Shareville! Please enter the password you set up for this patient's portal to access their records.

Password

[Login](#)

[Forgot your password?](#)

Troubleshooting Tips

💡 If you are unable to access the portal, we recommend working with your IT team to ensure the following domains are allowed on your network: *.instinctshareville.vet. We also recommend allowing: *.intercom.io ; *.instinctvet.io ; *.intercomcdn.com ; *.sentry.io ; *.instinctvet.cloud ; *.chargeitpro.com ; *.emergepay.chargeitpro.com ; *.assets.emergepay.chargeitpro.com ; *.app.plumbs.com; * use.typekit.net

💡 Shareville is best accessed on a chrome browser.

💡 Check out even more information on Instinct's Careville Help Desk: [EMR Shareville rVet Guide](#)