



Referring DVM Portal

Frequently Asked Questions & General Information

What is the Lloyd Veterinary Medical Center (LVMC) Referring DVM Portal?

The LVMC Referring DVM Portal is a secure online platform designed to streamline referrals, consultations, and follow-up communication between referring veterinarians and the LVMC team.

Why should I use the Referring DVM Portal instead of email?

The portal routes information directly to the appropriate service, reduces duplication of records, improves clarity around referral intent, and avoids delays caused by email attachments, expired links, or fragmented communication.

Is the portal required for referrals, consultations, and follow-up on mutual patients?

While phone communication may still be used in emergent circumstances, the Referring DVM Portal is the required method for submitting referrals, consulting with specialists, and sending follow-up information.

Getting Started

How do I gain access to the Referring DVM Portal?

Visit rdvm.cvm.iastate.edu and click "Referring Veterinarian" under the "Need Help?" section. Complete the Pre-Registration Form. Once submitted, clinic login credentials will be emailed to you.

Can multiple staff members at my clinic use the same login?

Yes, shared credentials may be used for consistent team access.

How do I log in?

Access the portal via the LVMC webpage or directly at rdvm.cvm.iastate.edu. Bookmark the page for convenience.



Scan QR to access portal

The screenshot shows the login interface for the CVIS User Interface. At the top, it says "ISU College of Veterinary Medicine" and "CVIS User Interface". Below that, there are two tabs: "ISU CVM" and "About CVIS". The main content area has a "Need help?" dropdown menu with "select type of access ..." as an option. Below that, there are two input fields: "ISU CVM staff/students:" with a button "authenticate via ISU" and "Clients, referring veterinarians:". Under "Clients, referring veterinarians:", there are "User:" and "Password:" input fields, and a "Log in" button at the bottom.



Submissions

What types of submissions can I make in the portal?

- Referrals
- Consultations
- Follow-up on mutual patients

Should I call ahead before submitting a referral?

EMERGENCY REFERRALS (DAYTIME AND AFTER-HOURS): Yes, always call first to confirm availability. Submit the form after confirmation of availability.

URGENT SPECIALTY REFERRALS: Call the service to check for earlier appointments. Submit the form before or after the call.

NON-EMERGENCY REFERRALS: No call required, but indicate on the form who will contact us for scheduling.

What information should be included in the referral form?

Complete all fields completely. Use "N/A" or "Unknown" if needed.

Does the referral form save my progress?

Yes, autosave is enabled (attachments may not save).

Who contacts the client after a referral is submitted?

Typically, LVMC does not contact clients unless requested.

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Consultations

Is there a fee for consultations?

Yes. The fee is applied to your referring clinic account.

How do I pay the consultation fee?

ONLINE: Through the Referring DVM portal under “Account.”

PHONE: Call 515-294-4900 with credit card info.

MAIL: Send check with printed invoice to:

ISU Treasurer’s Office
1220 Beardshear Hall
Iowa State University
Ames, IA 50011-2103

What does the consultation include?

Submit case information and questions for LVMC clinicians about patients not currently treated at LVMC.

How do I reopen a referral, consultation, or follow-up case?

Use “Request to Reopen” in the portal. This automatically generates an email to the appropriate recipients, helping ensure your request is reviewed and processed promptly. Referrals and Follow-ups can be reopened up to 3 days after submission and Consultations can be reopened for up to 3 months at no extra fee.

What is the purpose of the Follow-up on Mutual Patient feature?

Submit questions or updates for current LVMC patients or those seen within the past year.

Medical Records & Imaging

What documents should I attach?

Relevant medical records, lab results, and imaging.

Can I share imaging through links instead of attachments?

Yes, secure links (including DICOM/PACS) are accepted.

Can I submit multiple communications for the same patient?

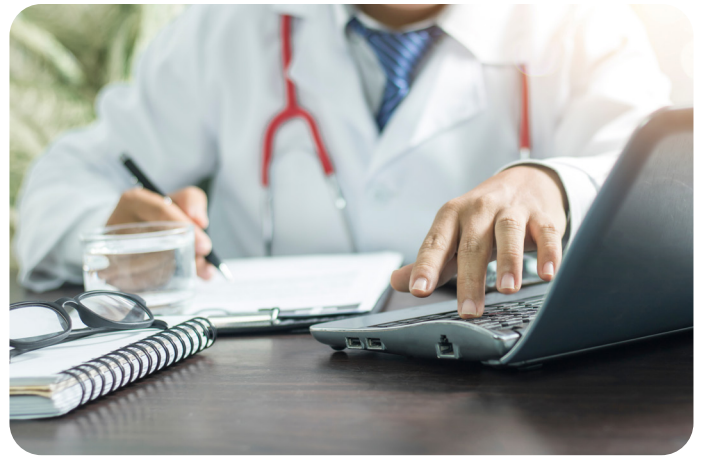
Yes, clearly indicate new vs. updated information.

What if I attach the wrong document?

You can request to reopen directly in the portal or feel free to utilize the direct support contact information to reach out to us.

Should I resend records if they were already submitted?

Avoid duplicates unless new information is provided.



Communication & Workflow

What happens after I submit a referral, consultation, or follow-up?

Your communication posts directly to the service team’s internal board. For referrals, once a medical record is created by the LVMC or an appointment is scheduled, all information is visible directly on our internal patient’s medical record for the service to view.

Will I receive confirmation that my submission was received?

Submissions are logged and routed internally. You can view submissions through the portal.

Support & Troubleshooting

Who do I contact for help?

Click “Referring Veterinarian” under “Need Help?” in the portal.

Direct Support

SMALL ANIMAL: 515-294-4900

LARGE ANIMAL: 515-294-1500

EMAIL: vmcrelations@iastate.edu

Can I provide feedback on the portal?

Yes. We are continually working to improve usability and functionality based on Referring DVM input. Please email vmcrelations@iastate.edu

vetmed.iastate.edu/vmc

Lloyd Veterinary Medical Center

1809 S. Riverside Drive | Ames, IA 50011

Small Animal: 515-294-4900 | Large Animal: 515-294-7520