



February 1, 2022

Dear Veterinary Partner:

We want to update you on a change to the way we share our patient records with you. We are transitioning from Cornerstone (rVetLink) to Instinct's electronic medical record system and their RDVM portal called Shareville. Shareville allows you to log in and see your patient's medical documents and blood work. Soon, it will also share diagnostic imaging.

An important, but temporary, difference from rVetLink is though you will still input your referrals to the portal from our webpage, you will need to log into Shareville to see your patient's records. Your practice will receive an email from Shareville on February 1st with your clinic's credentials. At that time, you will be able to set a shared password for your doctors and administrators.

When your patient checks into our practice, we will send an email to the address that we have on file for your hospital (e.g., info@awesomeclinic.com) alerting you of their visit. When the patient checks out, your hospital will receive another email letting you know. Your staff will be able to see documents as they are completed throughout the pet's visit, and also be able to download or print any documents you choose to add to your medical records. To help assure proper delivery of these emails, please have your IT team add the following domain on your network's allow list: \*.instinctshareville.vet. The attached tutorial has other helpful information about Shareville.

As Instinct and Shareville grow and develop, we think that you will appreciate the ability to access our records and diagnostic testing easily and instantly, facilitating your communication with our mutual clients.

If you have questions or concerns about this process, please don't hesitate to reach out! Lane (elane-[cress@carecharlotte.com](mailto:elane-cress@carecharlotte.com)), our outreach coordinator, will be glad to help.

In other news, we are hoping to see all of you at our spring party (Yes! It is really happening this time.). And we will continue our 'Virtual Happy Hour' CE courses this spring and summer. So, keep an eye out for invitations for both of those events.

Thank you again for all you do to help us, and all you do to take care of our patients. We know it has been a rough couple of years, and we want to make sure we are doing anything we can to make your day easier.

Sincerely,

Peggy Sayer, DVM DACVIM, Cardiology

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***The advanced medical center for pets.***

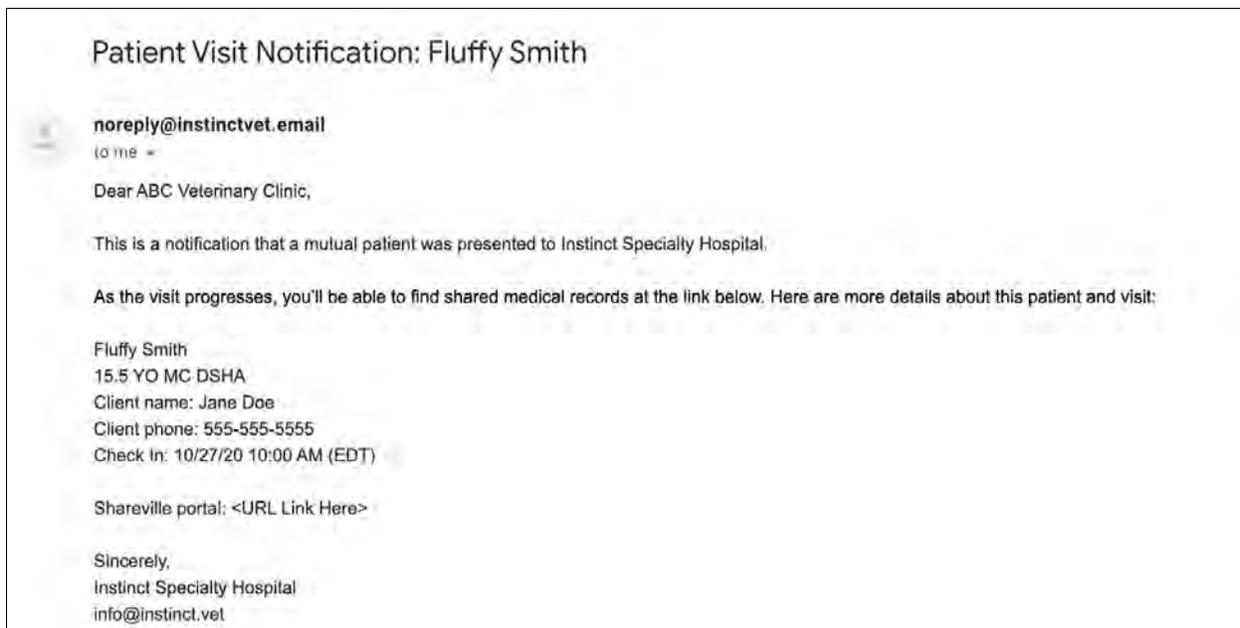
3726 Latrobe Drive, Charlotte, NC 28211 | p 704.457.2300 f 704.457.2310 w [CareCharlotte.com](http://CareCharlotte.com)



## Welcome to Instinct Shareville

Charlotte Animal Referral & Emergency (CARE) uses Instinct EMR Shareville, which is a helpful portal where you will be able to retrieve updates and shared patient documents from CARE.

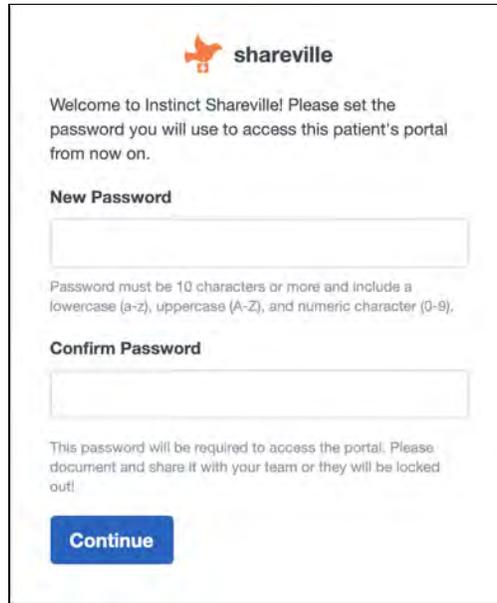
When a mutual patient arrives at CARE, your information, including email address, is entered into Instinct EMR. From there, Instinct Shareville automatically notifies you via email that one of your patients is Checked-In or Checked-Out of Instinct. Below is a sample email template that you will receive.



## Creating Your Login/Password

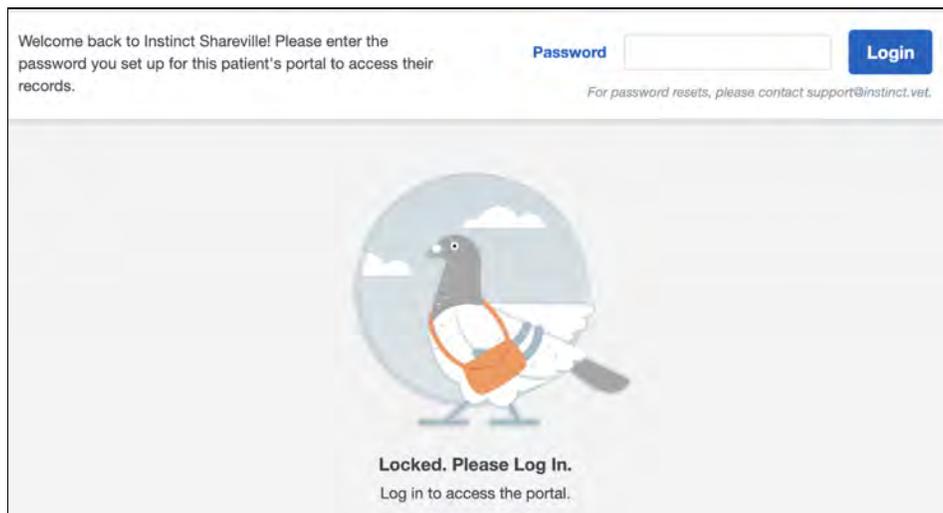
For security purposes, no documents are actually sent via email. The check in and check out notification emails will instead contain a unique link that will allow you to access each patient's Shareville portal and a link to view all your patients that see CARE.

If this is your hospital's first time logging in to Shareville, you will be prompted to create a new password as shown below. This password is associated with the hospital (and email address) and will then be the password used for all other patients from CARE.



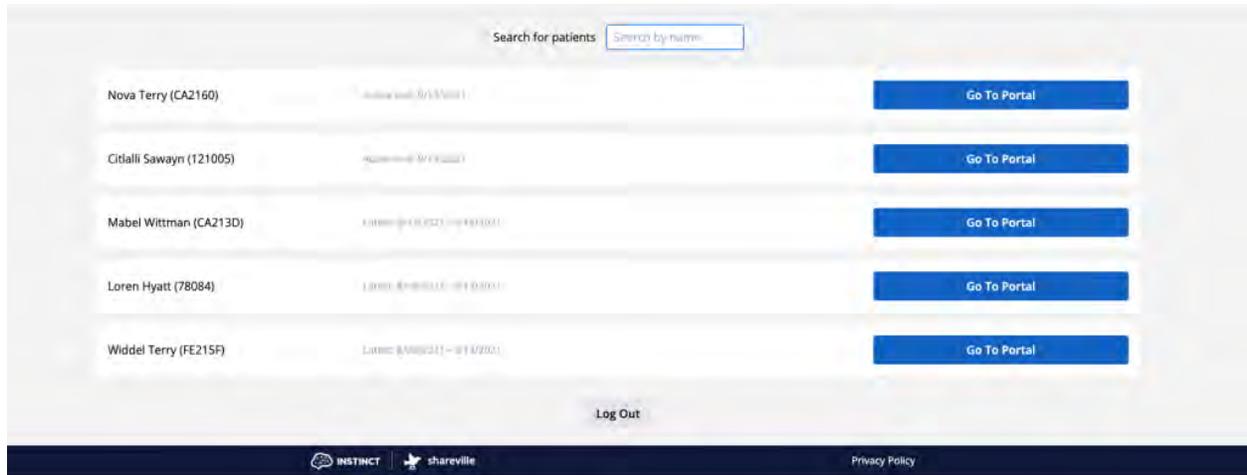
The screenshot shows the 'shareville' login page. At the top, there is an orange bird icon and the text 'shareville'. Below this, a welcome message reads: 'Welcome to Instinct Shareville! Please set the password you will use to access this patient's portal from now on.' There are two input fields: 'New Password' and 'Confirm Password'. Below the 'New Password' field, a note states: 'Password must be 10 characters or more and include a lowercase (a-z), uppercase (A-Z), and numeric character (0-9)'. Below the 'Confirm Password' field, another note reads: 'This password will be required to access the portal. Please document and share it with your team or they will be locked out!'. At the bottom, there is a blue 'Continue' button.

**We highly recommend documenting your password and sharing it with the rest of your team.**

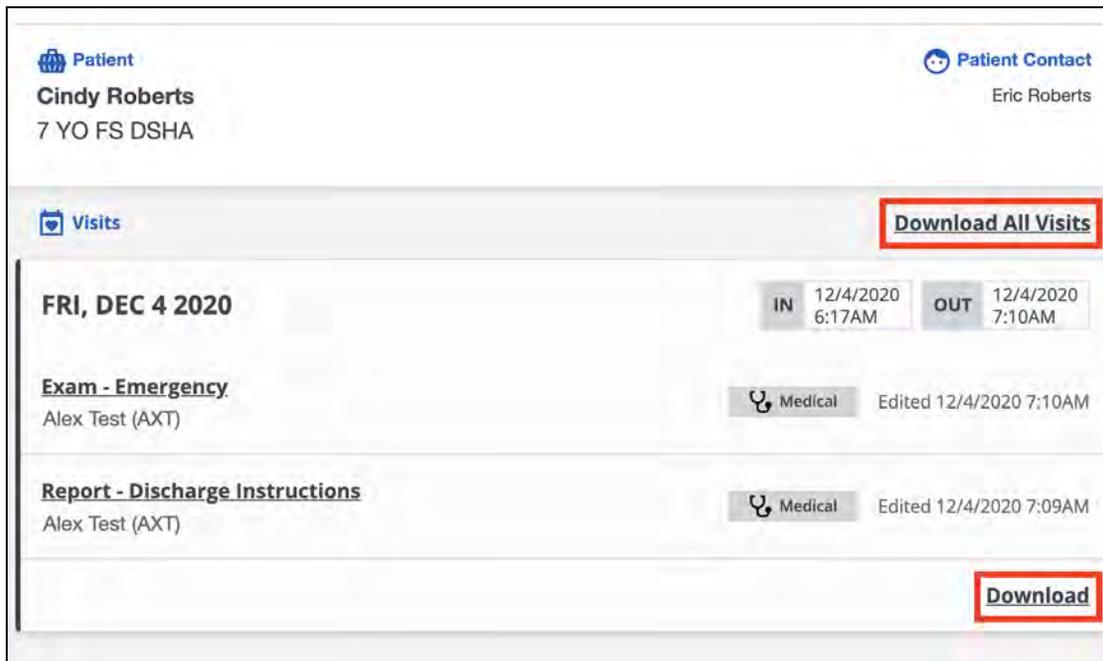


The screenshot shows the 'Instinct Shareville' login page. At the top, it says 'Welcome back to Instinct Shareville! Please enter the password you set up for this patient's portal to access their records.' There is a 'Password' input field and a blue 'Login' button. Below the input field, a note reads: 'For password resets, please contact support@instinct.vet.' The main part of the screen is a light gray area with a large illustration of a white bird wearing an orange backpack. Below the illustration, the text reads: 'Locked. Please Log In. Log in to access the portal.'

Once logged in to Shareville, you will be able to access all patients that you have been associated with from CARE.



You can then download individual documents, specific visits, or all visit information.



## Shareville Troubleshooting

- Shareville is best accessed via a Chrome browser.
- If you are unable to access Shareville, please have your IT team add the following domain on your network's allow list: **.instinctshareville.vet**
- If you need to reset your password, just click on the *Forgot your password?* Link below the blue Login button. You will then receive a link via email to reset your password.

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?](#)