



**Glenway Animal Hospital**  
6272 Glenway Avenue  
Cincinnati, Ohio 45211  
(513) 662-0224

## **Pet Portals Directions**

Pet Portals is a fantastic resource to manage your pets health care needs. You can view all of your pets' health care records, appointment and medication schedules, pet care guides, and communicate with our staff through one centralized location.

### **Accessing Pet Portals:**

1. Go to [www.glenwayanimalhospital.com](http://www.glenwayanimalhospital.com)
2. Scroll to the bottom of the home page and click on the Pet Portals icon.

### **Registering for a new Pet Portals account:**

3. Click on "Create New Account" and enter your information and click on "Sign Up".  
A confirmation email will be sent to the account you entered with a password.

### **Logging in to your Pet Portals account:**

4. Follow steps #1 & #2.
5. Enter your email address and password from your confirmation email then click "Log In"

Pet Portals has many great features that help you facilitate your pets needs. Here are a few examples:

### **Help us better serve your pets and your family by participating in our **client survey**:**

1. In the option box, under the menu bar and above your pet's records, click on "Give us Feedback".
2. Fill out the survey. Then select whether you would like to include your contact information, remain anonymous, or would prefer to be contacted by a Glenway Animal Hospital representative to review your suggestions.
3. Click "Submit", then continue to your Pet Portal home page.

### **Request an Appointment:**

1. In the option box, under the menu bar and above your pet's record, click on "Request an Appointment".
2. Enter the information as directed including the Doctor you prefer and the top three options for an appointment date and time.
3. Once you have entered all of the necessary information, click on "Request an Appointment" at the bottom of the page.

### **Order Medication:**

1. Select the pet that needs a medication refill.
2. Scroll down to the Medications heading to view all the medications prescribed for your pet, and find which medication needs to be refilled.
3. Select "Pick up a Refill" if you want to order a refill of one of the medications and pick it up at Glenway Animal Hospital.
4. If you prefer to order online, please visit our online pharmacy. (See the back for directions for our Online Pharmacy.)