HOW TO GET STARTED

Pro Registry™ User Guide

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Introduction

The purpose of this document is to support veterinary teams to use the Canine Cruciate Registry.

The Canine Cruciate Registry is funded by RCVS Knowledge, who are dedicated to advancing the quality of veterinary care for the benefit of animals, the public, and society. The registry and online portals are managed on a day-to-day basis by Amplitude Clinical Outcomes, a global leader in online registry software.

To learn more about the Canine Cruciate Registry, please read the information for veterinary professionals: https://caninecruciateregistry.org/vet-professionals-faqs/.

To understand your responsibilities as a joint data controller, please read the terms of use, available at: https://caninecruciateregistry.org/user-guides/.

Please note that the platform provided by Amplitude (*pro registry*™) is implemented in different ways to meet customers' requirements. Some of the functions listed in this document may therefore not be available to you.

For more information contact Customer support customer.support@amplitude-clinical.com.

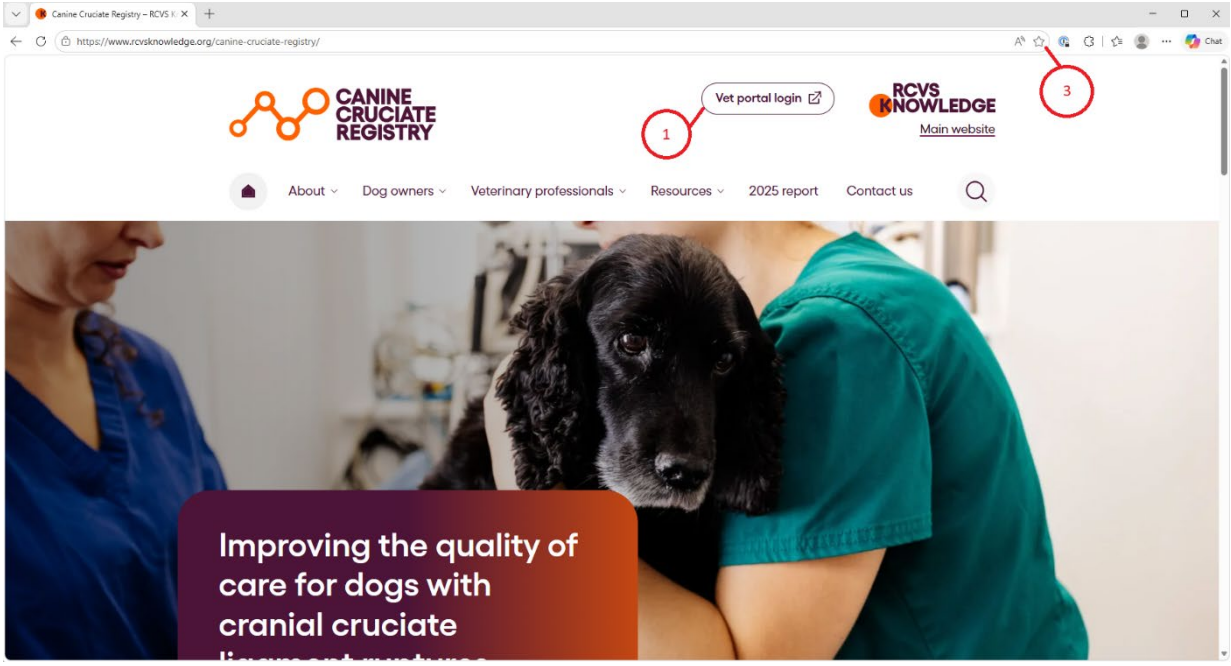
Getting started:

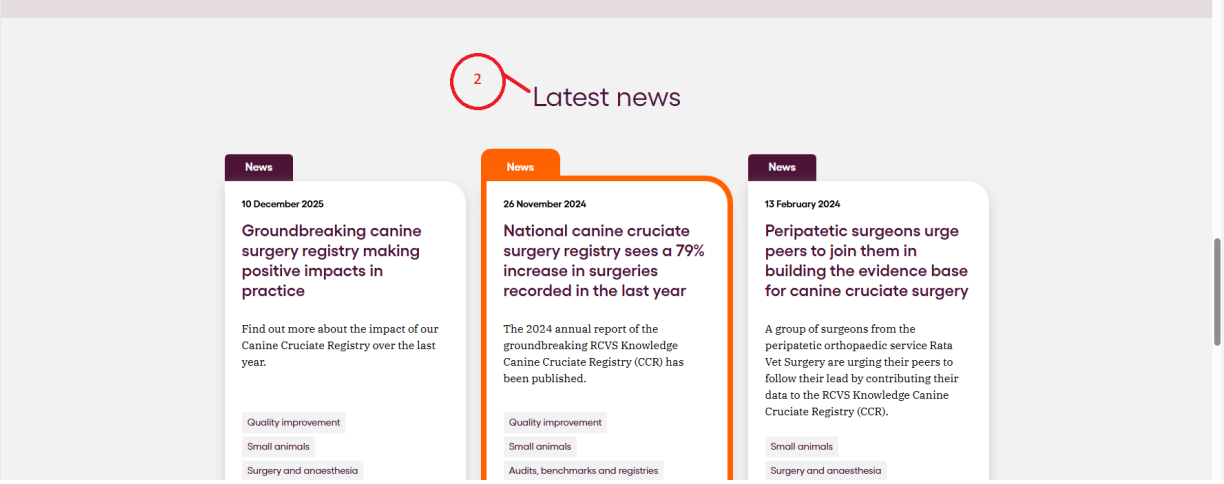
Accessing your account

All veterinary surgeons who perform Canine Cruciate Ligament surgery in the UK can take part in the registry. Veterinary surgeons can sign up at https://caninecruciateregistry.org/vet-surgeons-registration-form/.

Amplitude Clinical Outcomes will email you within two working days to provide you with your log in details. Once you are sent this email, you will have 24 hours to activate your account. Your username will follow the format of ForenameSurname (without spaces). You will be asked to update your password on a regular basis. Please take care if you are using your browser to remember your password. Amplitude has a password and a secret question, often it is answer to the secret question that the browser remembers, and so populates the password field incorrectly the next time you login. If you need any assistance, please contact **Amplitude Customer Support**: customer.support@amplitude-clinical.com / 0333 014 6363 *available Monday-Friday 9am-5pm excluding Bank Holidays*.

Each time you log in to the registry (1), please do so at www.canincecruciateregistry.org. This will enable you to keep up to date with latest developments of the project (2). You can save this in your favourites bar of your web browser (3) if you wish for easy access next time you want to go into the system.

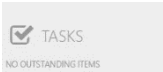

Canine Cruciate Registry – RCVS K
https://www.rcvsknowledge.org/canine-cruciate-registry/
CANINE CRUCIATE REGISTRY
Vet portal login
1
RCVS KNOWLEDGE
Main website
3
About
Dog owners
Veterinary professionals
Resources
2025 report
Contact us
Improving the quality of care for dogs with cranial cruciate


2
Latest news
News
10 December 2025
Groundbreaking canine surgery registry making positive impacts in practice
Find out more about the impact of our Canine Cruciate Registry over the last year.
Quality improvement
Small animals
Surgery and anaesthesia
News
26 November 2024
National canine cruciate surgery registry sees a 79% increase in surgeries recorded in the last year
The 2024 annual report of the groundbreaking RCVS Knowledge Canine Cruciate Registry (CCR) has been published.
Quality improvement
Small animals
Audits, benchmarks and registries
News
13 February 2024
Peripatetic surgeons urge peers to join them in building the evidence base for canine cruciate surgery
A group of surgeons from the peripatetic orthopaedic service Rata Vet Surgery are urging their peers to follow their lead by contributing their data to the RCVS Knowledge Canine Cruciate Registry (CCR).
Small animals
Surgery and anaesthesia

User dashboard

The first screen on login is the User Dashboard:

WORKLIST - a list of the owners/patients, you can bookmark to either a **consult** or **surgical** list. The screenshot above shows a patient on a **consult** list. You do not need to use this feature to collect outcomes. It is available for your convenience, a way to bookmark a patient to a certain date, if you want to look for them in the future rather than search for them by name. For more information, see the section in this guide on *Managing your account: managing worklists*.



TASKS – Outstanding patient or clinical tasks

OR

FIND PATIENT - click here to search for a patient record

REPORTS - clicking here will open the reporting dashboard

NOTICES - click here to view a list of any system notifications

TODAY'S WORKLIST – click here for a quick link to your list of patients for today

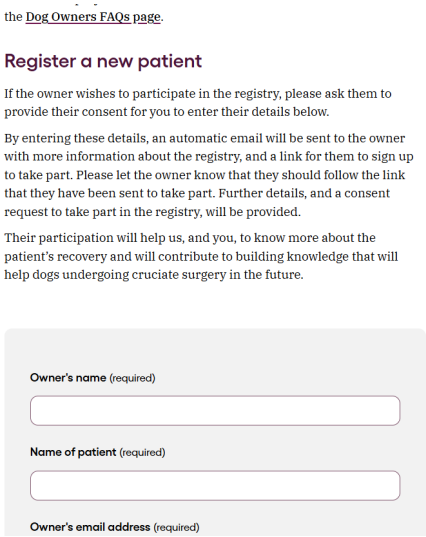
You can return to the User Dashboard at any time by clicking the **HOME BUTTON**

Step by step guide

Client consultation, enrolment, registration, and baseline assessment: registering a new patient.

Once a diagnosis of cranial cruciate ligament rupture is made by the veterinary surgeon and the veterinary surgeon and the owner decide that surgery is needed, the veterinary surgeon, or a member of the practice team, should ask the owner to participate in the registry. Discuss the Canine Cruciate Registry with the owner using the owner information available at: https://caninecruciateregistry.org/dog-owners-faqs/, then take either of the following steps:

1. Either enter the required information at: https://caninecruciateregistry.org/new-patient-registration-form/. You will need to ask the owner for their permission to do this.


the Dog Owners FAQs page.

Register a new patient

If the owner wishes to participate in the registry, please ask them to provide their consent for you to enter their details below.

By entering these details, an automatic email will be sent to the owner with more information about the registry, and a link for them to sign up to take part. Please let the owner know that they should follow the link that they have been sent to take part. Further details, and a consent request to take part in the registry, will be provided.

Their participation will help us, and you, to know more about the patient's recovery and will contribute to building knowledge that will help dogs undergoing cruciate surgery in the future.

Owner's name (required)

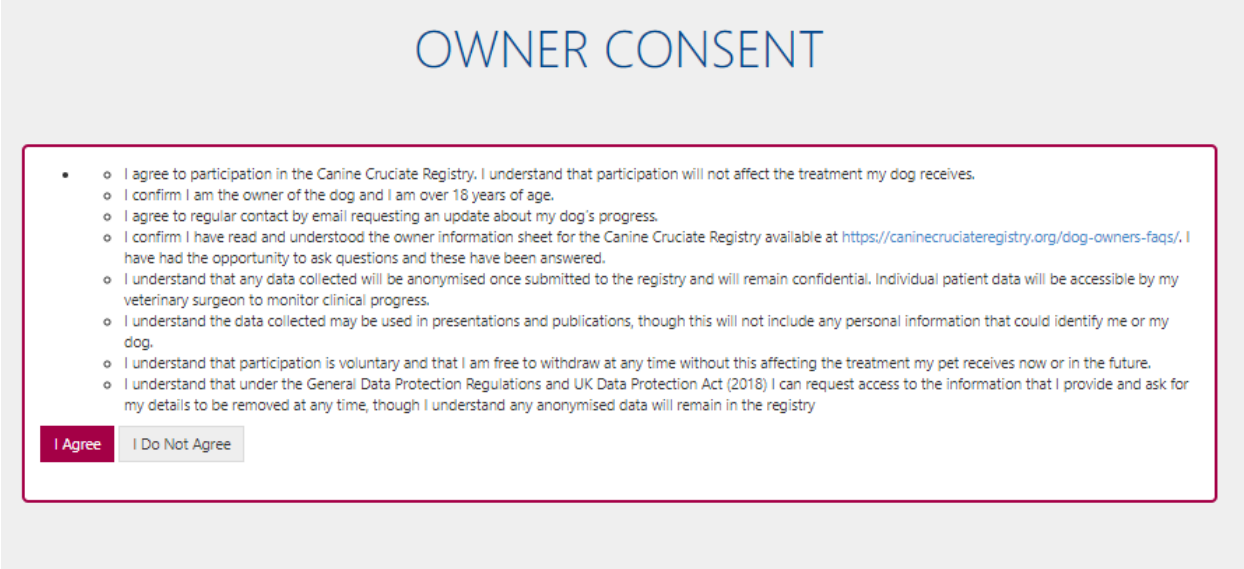
Name of patient (required)

Owner's email address (required)

By entering their information on this form, an email will be generated to the owner which includes a link back to the information to the owner (https://caninecruciateregistry.org/dog-owners-faqs/) and the link to the platform for the owner to register (https://caninecruciateregistry.org/take-part/). This will allow the owner to read about the project, decide whether they would like to take part, and register their dog in their own time.

2. Or, the owner can register themselves while at your surgery via the registration link available at: https://caninecruciateregistry.org/take-part/.

During the registration process the owner will be asked to provide their explicit consent for email contact and data collection to take place.


OWNER CONSENT

- I agree to participation in the Canine Cruciate Registry. I understand that participation will not affect the treatment my dog receives.
- I confirm I am the owner of the dog and I am over 18 years of age.
- I agree to regular contact by email requesting an update about my dog's progress.
- I confirm I have read and understood the owner information sheet for the Canine Cruciate Registry available at https://caninecruciateregistry.org/dog-owners-faqs/. I have had the opportunity to ask questions and these have been answered.
- I understand that any data collected will be anonymised once submitted to the registry and will remain confidential. Individual patient data will be accessible by my veterinary surgeon to monitor clinical progress.
- I understand the data collected may be used in presentations and publications, though this will not include any personal information that could identify me or my dog.
- I understand that participation is voluntary and that I am free to withdraw at any time without this affecting the treatment my pet receives now or in the future.
- I understand that under the General Data Protection Regulations and UK Data Protection Act (2018) I can request access to the information that I provide and ask for my details to be removed at any time, though I understand any anonymised data will remain in the registry

I Agree | I Do Not Agree

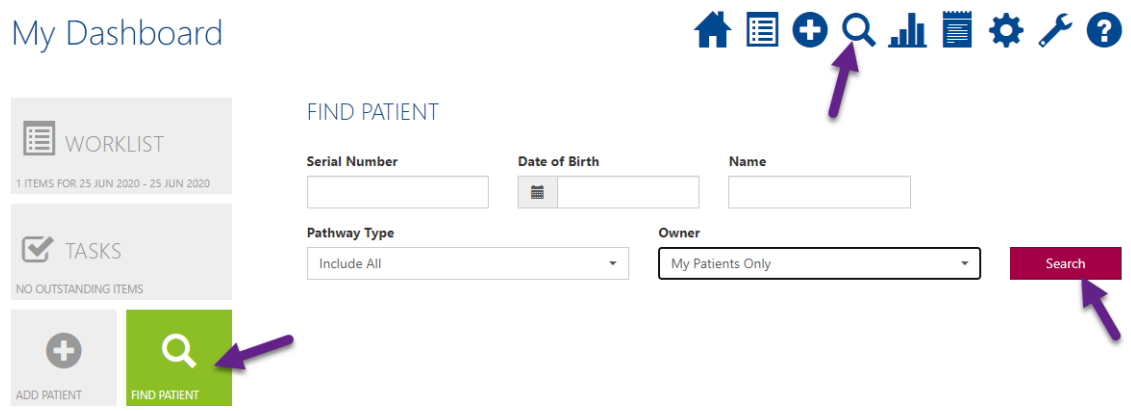
The owner will be asked to select their surgeon's name, and to complete a baseline assessment of their dog using the Liverpool Osteoarthritis in Dogs (LOAD), and Canine Orthopaedic Index (COI) outcome measures. The named veterinary surgeon (pathway owner) as appointed by the owner, and their delegates, will then have access to this information via the vet portal. (A delegate is a member of your team who may help manage cases on the registry on your behalf).

Owner consent information/removing consent

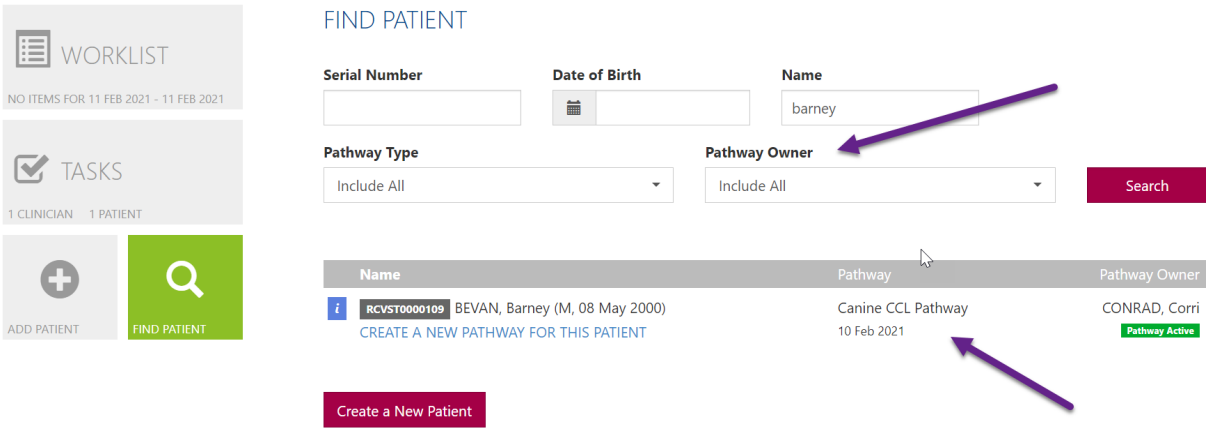
Once the owner has completed registration and given consent, the **consent** status on the patient's record will be "**Consent Given**". If the owner wishes to remove consent, they can do so via the Owner Portal, by clicking on the **My Details** link on the welcome page. If an owner removes their consent, the patient's record will be automatically deleted from the system overnight. The same will happen if during the registration process the owner selects the **I do not consent** button. Any anonymous data will remain.

Finding the patient

You can find the patient by pressing either **Find Patient** buttons on the Dashboard:



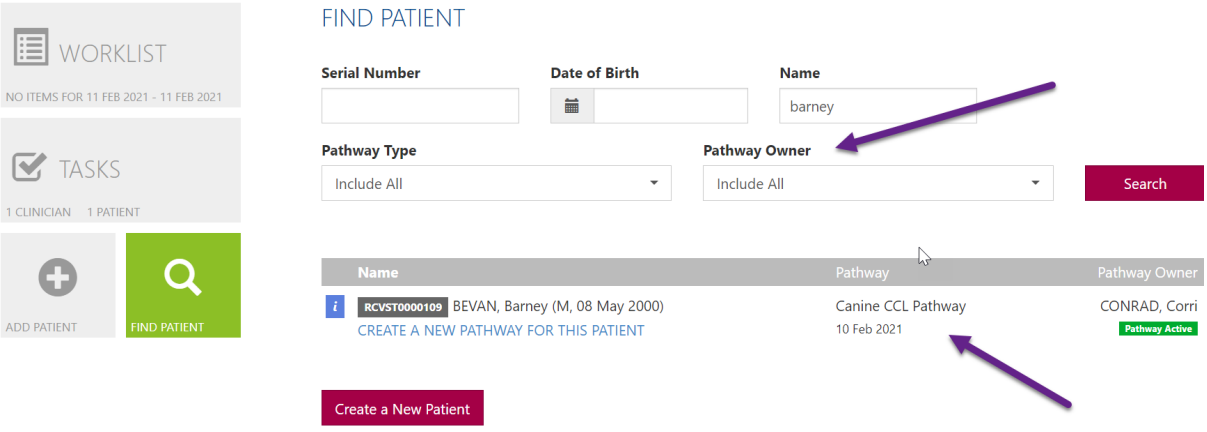
Fill in the basic details and then select **Search.** You only need to complete a single demographic field in order to search. The name field will contain the dogs first name, and the owner's surname. Using any one of these names will return results.

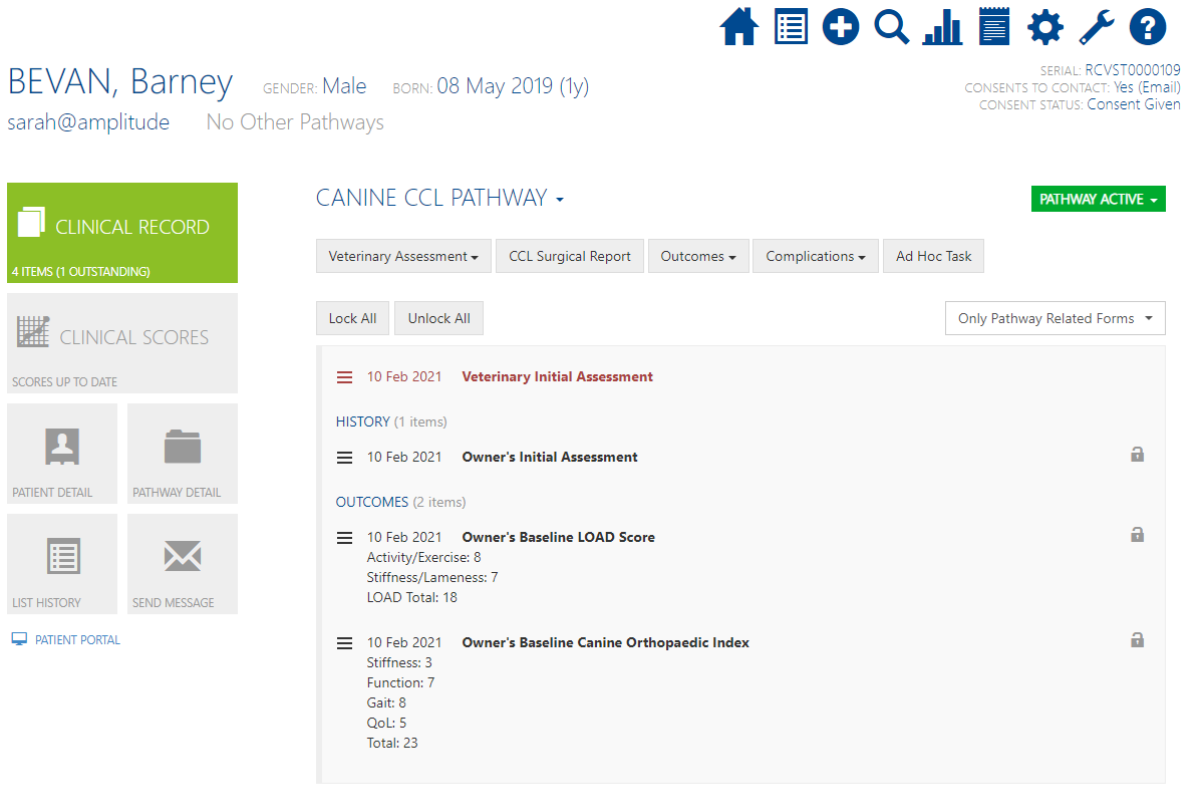


Information for Delegates: If you are a delegate for more than one Veterinary Surgeon, you can change the field "**Pathway Owner**" from "**My Patients Only**" to "**Include All**".

Reviewing clinical data

Once you have found the patient and click on Pathway to open their **Clinical Record**.

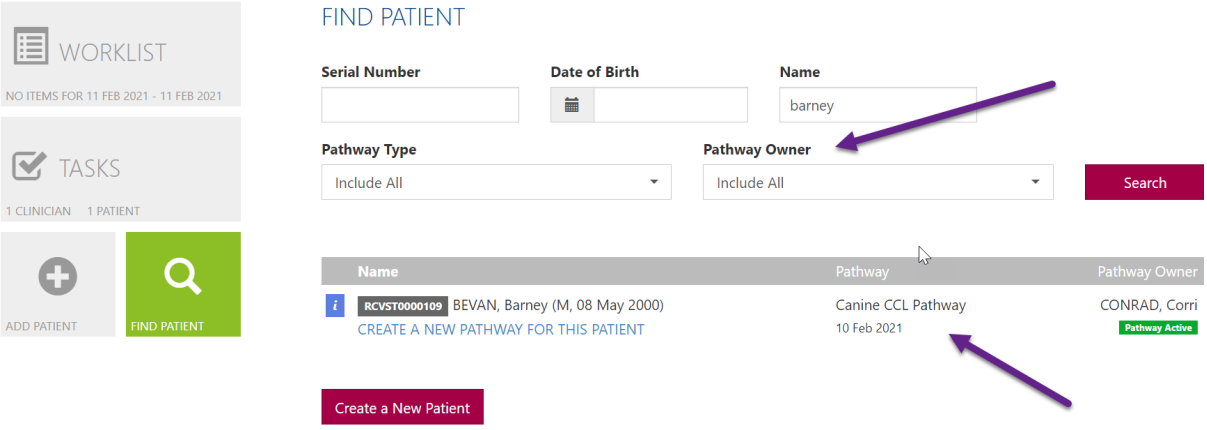




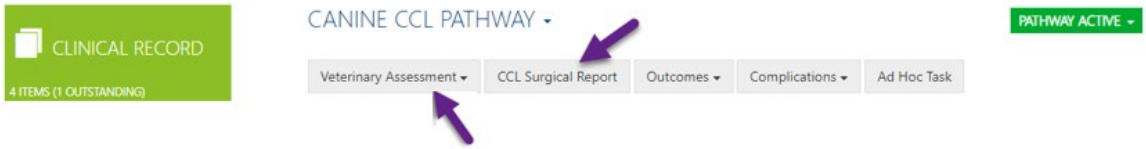
Recording procedures and clinical data

The Veterinary Initial Assessment form should be completed prior to surgery. After the patient's operation is complete the CCL Surgical Report form should be completed.

Find the patient and open their **Clinical Record**.



Click the **Veterinary Initial Assessment/ CCL Surgical Report** and complete the forms.

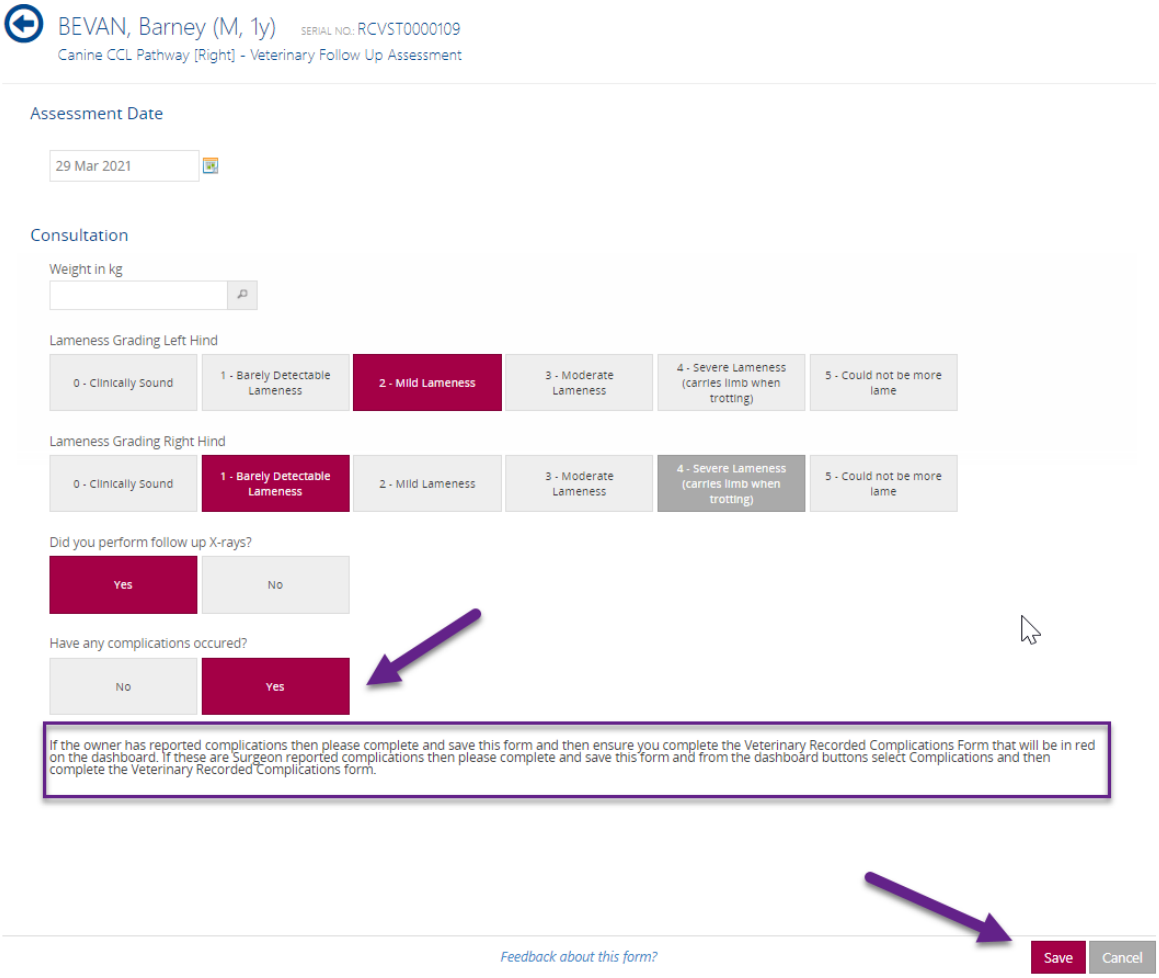


Any boxes marked with an **asterisk** are mandatory and the **minimum** requirement to proceed. Once the form is completed, click **"Save".**

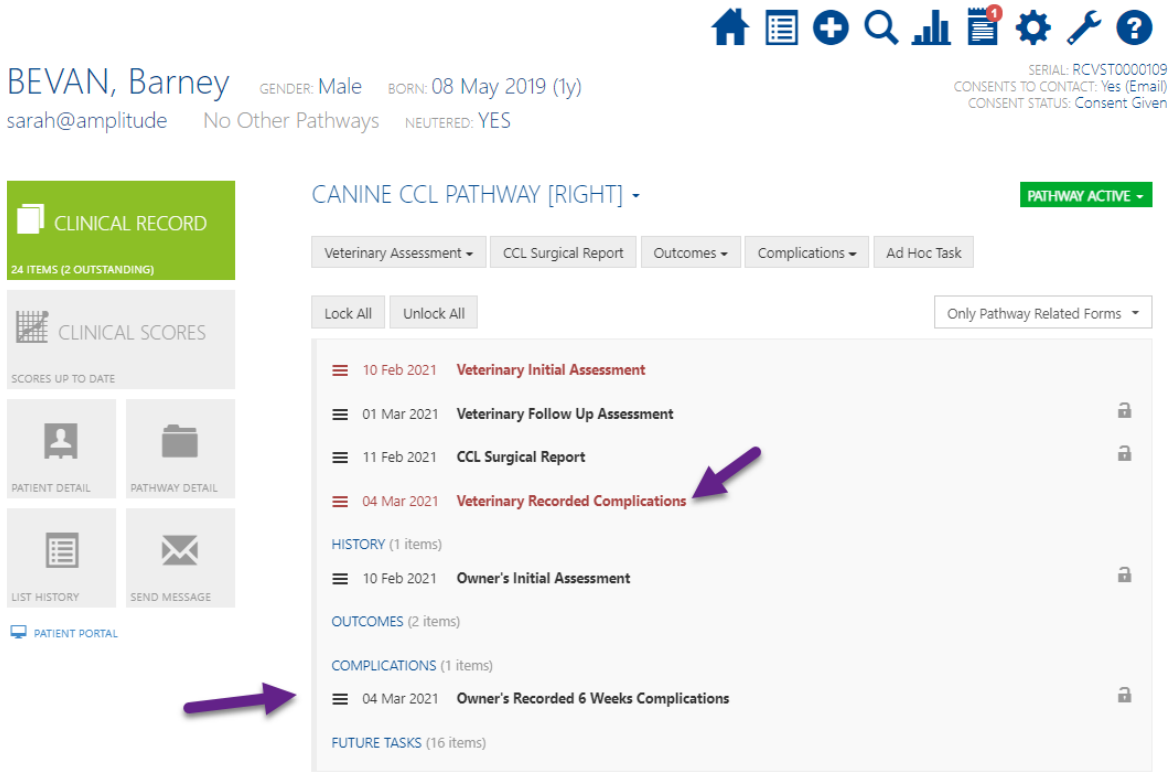
YOU CANNOT COLLECT ANY POST-OP SCORES WITHOUT ADDING A SURGICAL REPORT.

Completing the "Veterinary Follow Up Assessment" form

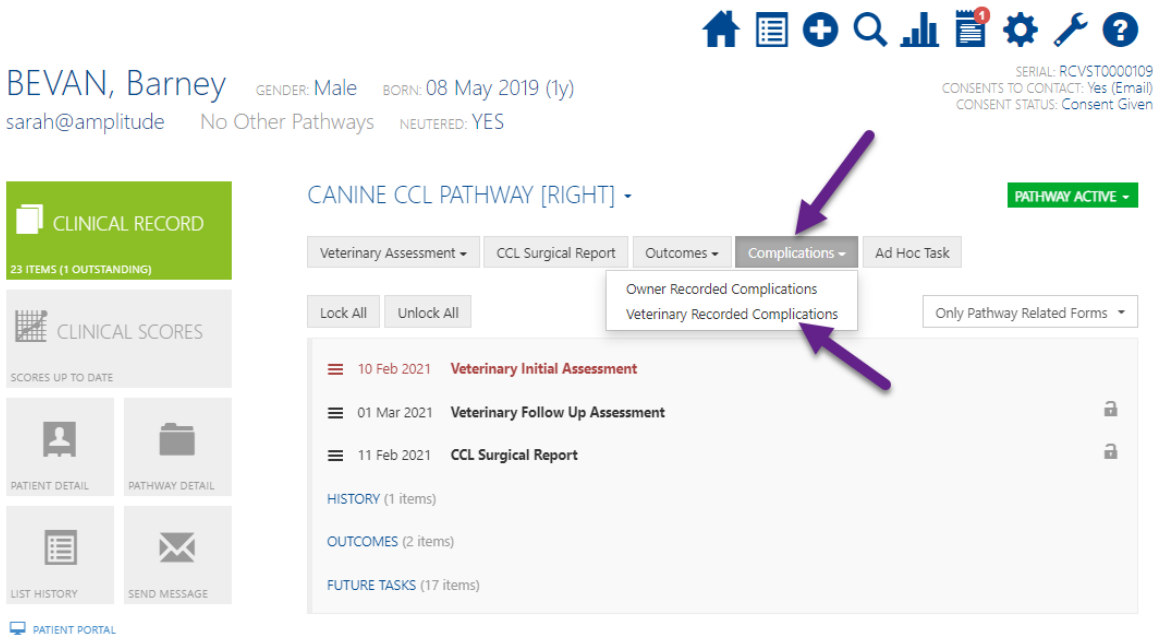
At post op follow up you should complete the **Veterinary Follow Up Assessment** form.



IF the owner has reported complications, you will then need to complete the **Veterinary Recorded Complications** form which will automatically be displayed as a red form on the **Clinical Record** if the **Owner** has reported complications.



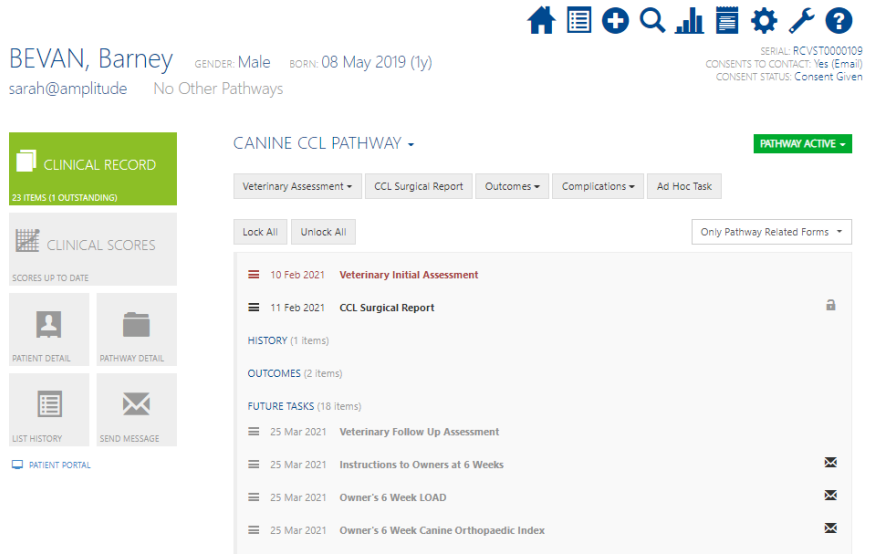
If the **Surgeon** reports complications, then please **complete** and **save** the **Veterinary Recorded Complications** form accessible from **Complications** tab.



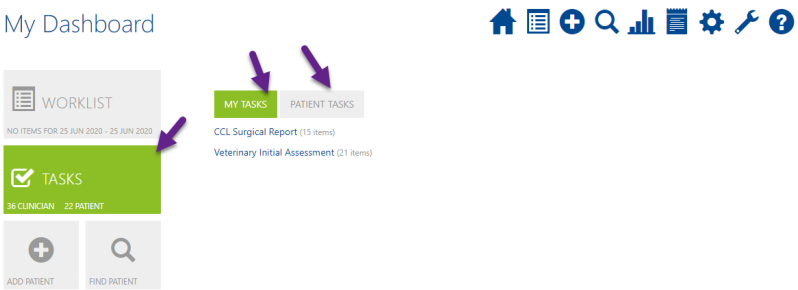
Collecting outcome scores

Once the Veterinary Surgeon, or their delegate, has completed the CCL Surgical Report, the system will generate post-operative emails to the animal owner automatically. These will be sent to the owner at 6 weeks, 3 months, 6 months, 1 year and then on an annual basis. If the owner does not respond to a request for their scores, the system will send reminder emails **twice**.

On the patient record you may notice that some scores are in red, some in black and some in grey. Black means the score has been completed. Red indicates that the owner or Veterinary Surgeon needs to complete the form. Grey shows scores to be completed in the future.



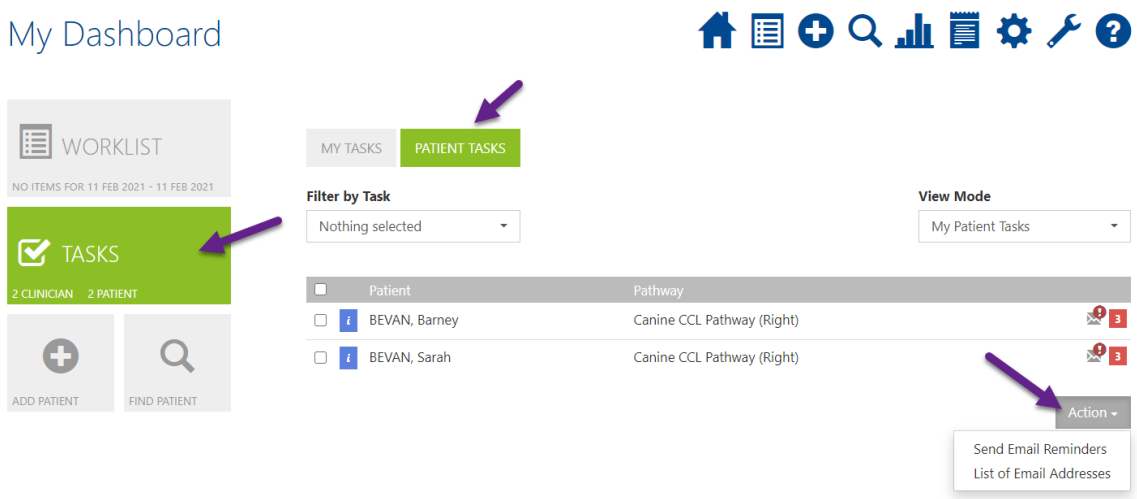
You can view any owners who do not fill in the patient's outcomes scores on your **task list**. From here you can send manual email reminders within the vet portal, or call the owner to remind them according to your own process. Clicking on the blue headings will expand the list of patients.



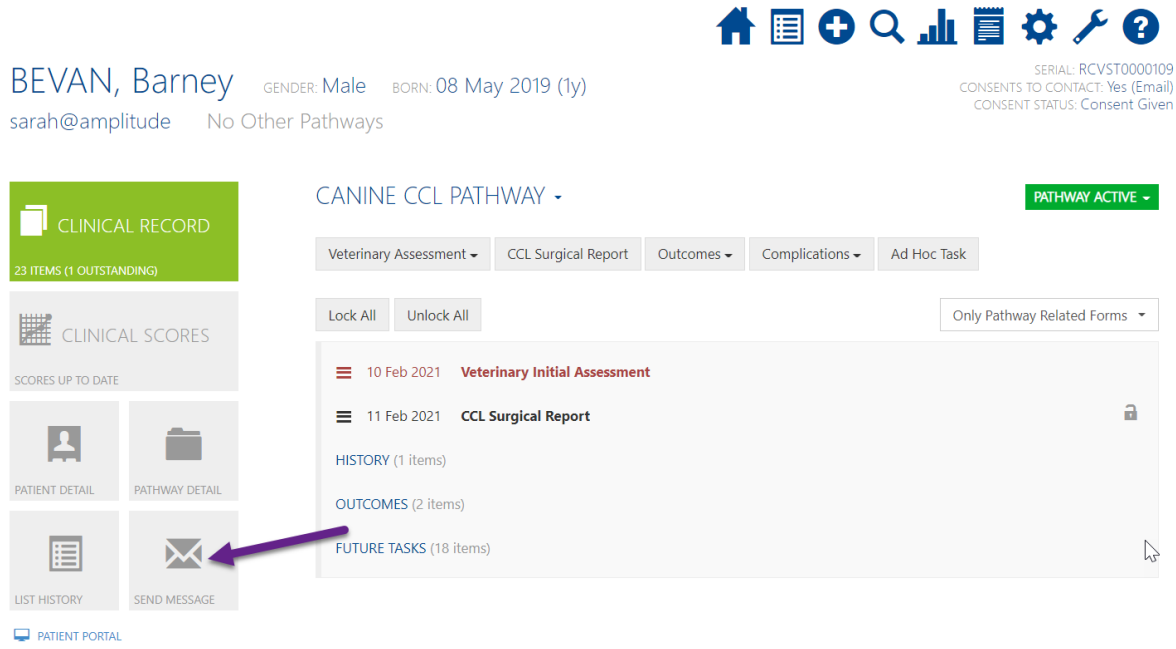
Reminding the owner to complete their follow-up questionnaires

There are 2 ways to send the owner a manual email reminder.

Method 1: Select the **Home** icon and go to **Tasks.** Select **Patient Tasks,** to the right of the patients will be a mail icon (provided they have a valid email address and consent to contact) as well as a red box to indicate how many tasks are outstanding. If no email is present the mail icon will display with a red exclamation mark. Select the **mail icon** and then click '**Send Reminder Now**'.



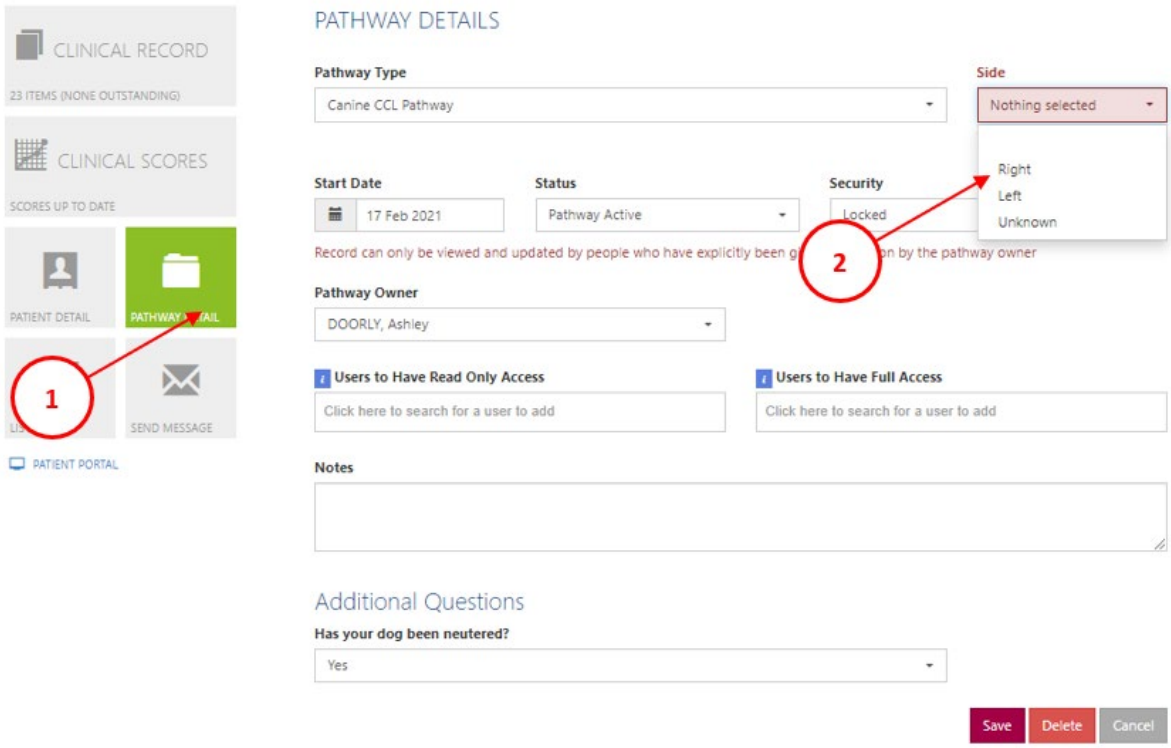
Method 2: Find the patient record and select **Send Email.**



Adding an additional pathway

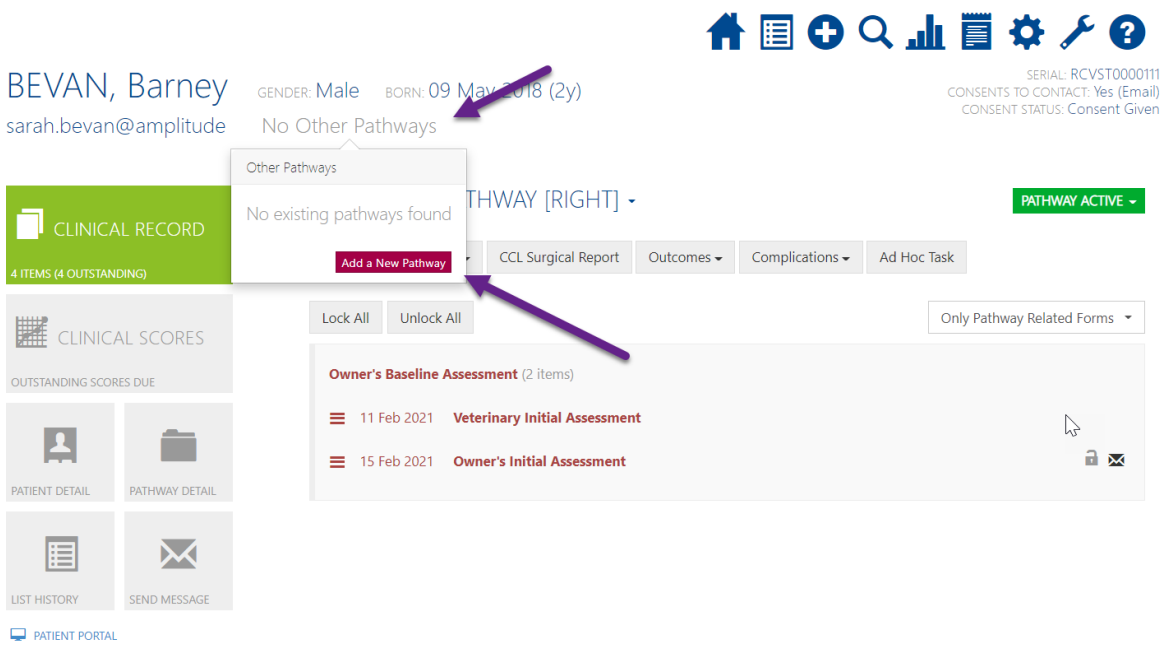
If the patient is recovering from surgery of one limb and being monitored, and ruptures the contralateral cruciate ligament this procedure can be added by searching for the patient and selecting the original pathway.

Go to the **Pathway Detail**, select the **Side**, and enter the relevant side.

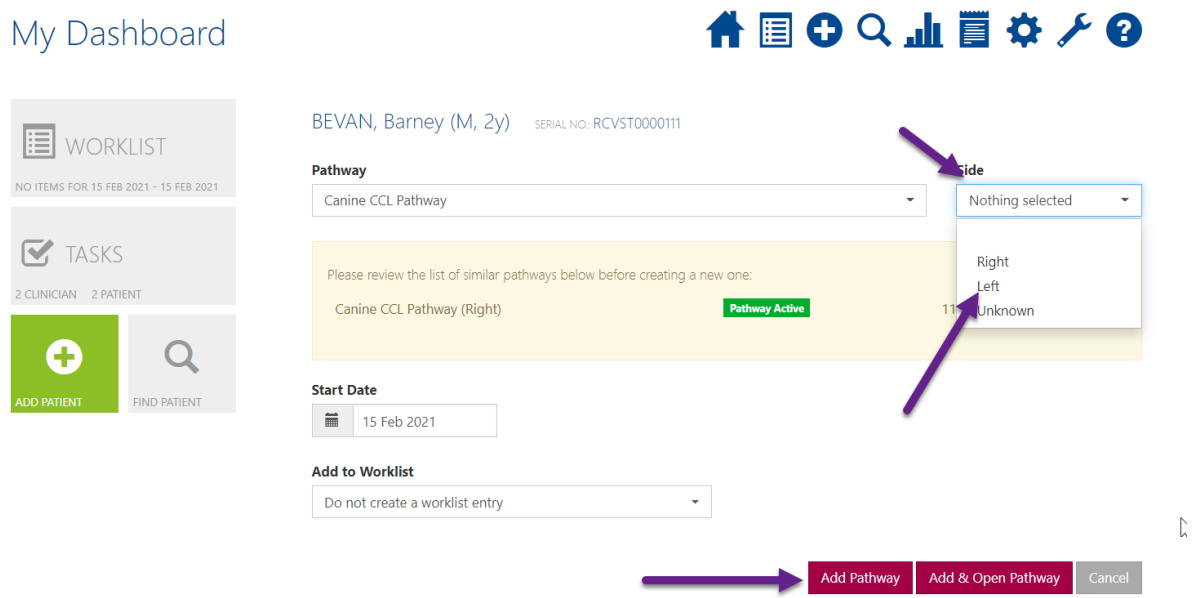


To add an additional pathway:

Enter the patient's Clinical Record and click on **No Other Pathways** and then **Add a New Pathway**.



Then click **Side** and select the side you want to add. Once selected click **Add Pathway** (or **Add and Open Pathway** which will allow you to complete the veterinary initial assessment)**.** The system will generate the schedule for questionnaires to the owner.



Managing pathway security levels

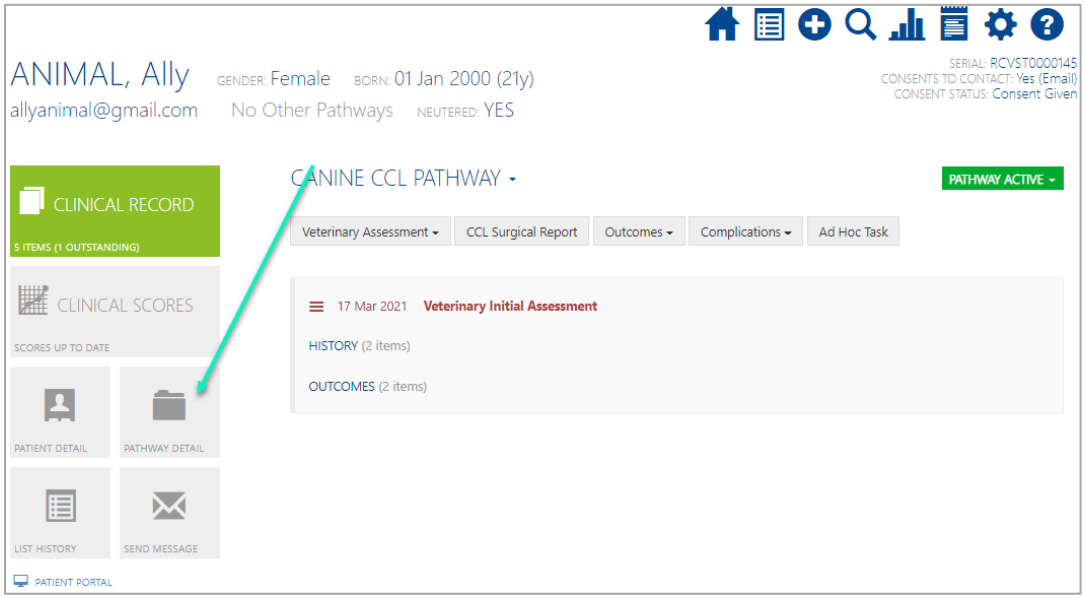
Whilst the default Security is Locked, you can set your pathway security to allow or deny other users access to your patient records.

These are the Security Levels that are available:

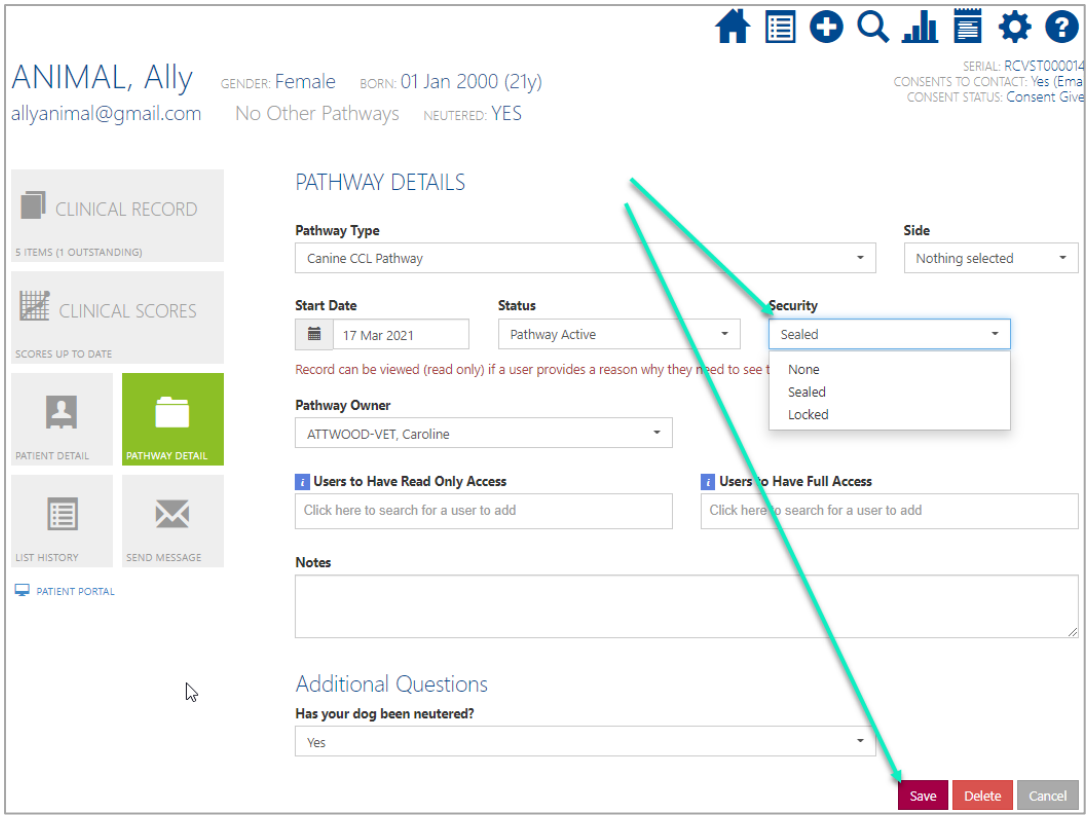
- **None**, means the pathway is open and viewable to all.
- **Sealed**, means the pathway is visible, can be opened but a notification will be sent to advise the Pathway Owner who accessed the record.
- **Locked**, means a user must request your permission to view the Pathway. This is the default setting.

Changing the security level of a pathway

Click on **Pathway Detail** tile from the **Clinical Record**

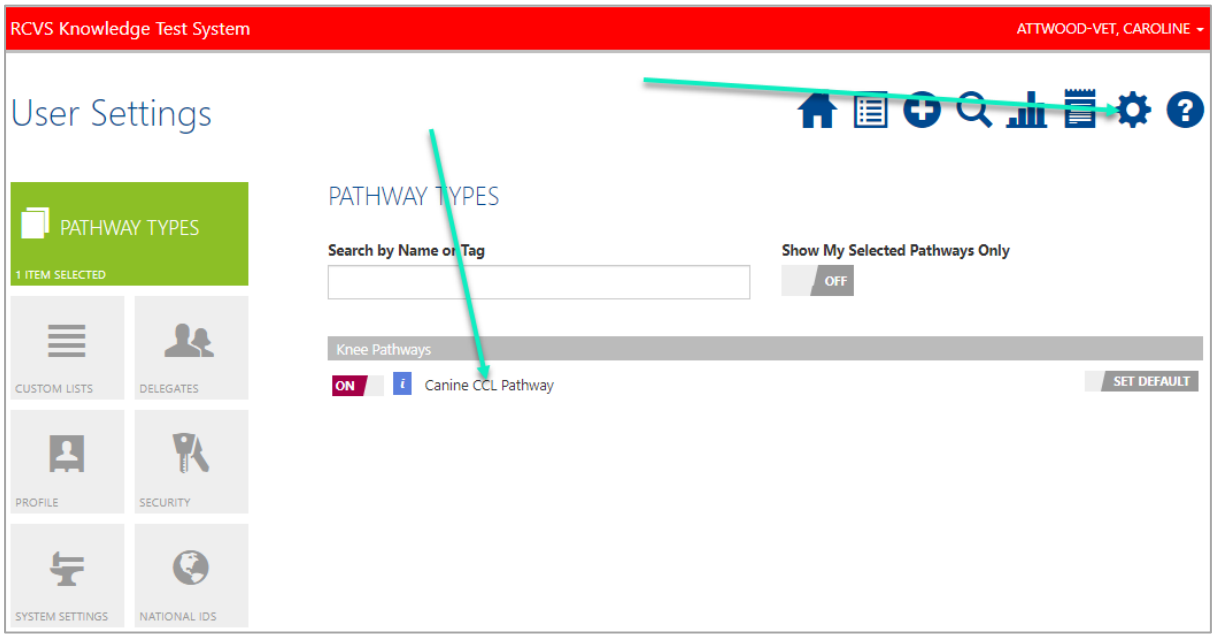


Click on the **Security** drop down to see various security options. Once the correct option has been selected, **click Save**.

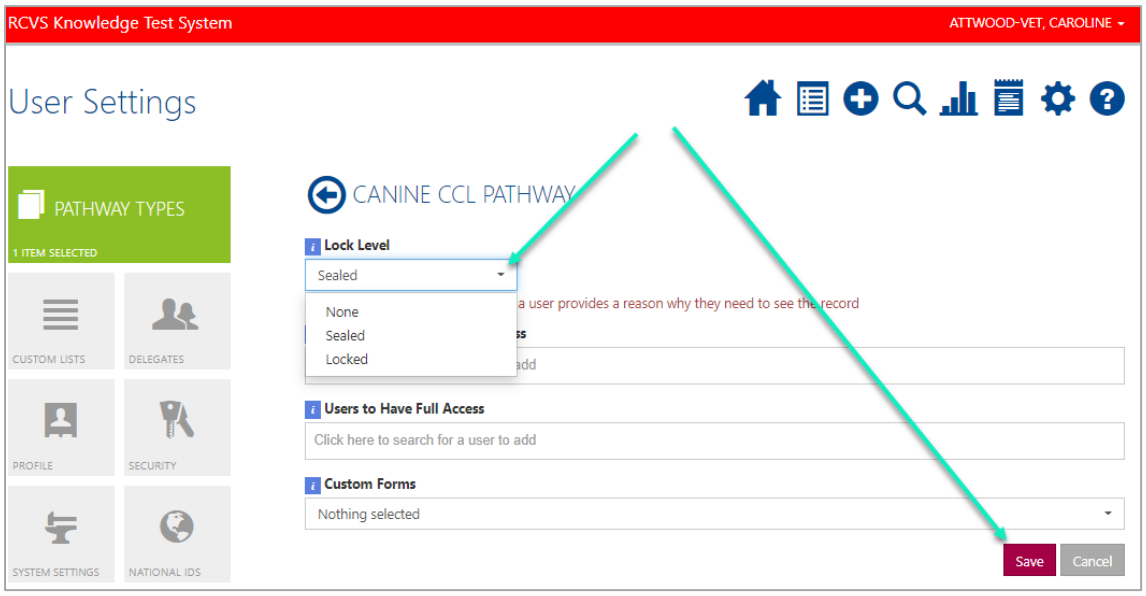


To change security levels for ALL your future pathways

Whilst the default will be for your **Pathways** to be **Locked** you can change that by clicking on the **Cog**, and then clicking on the **Pathway**.

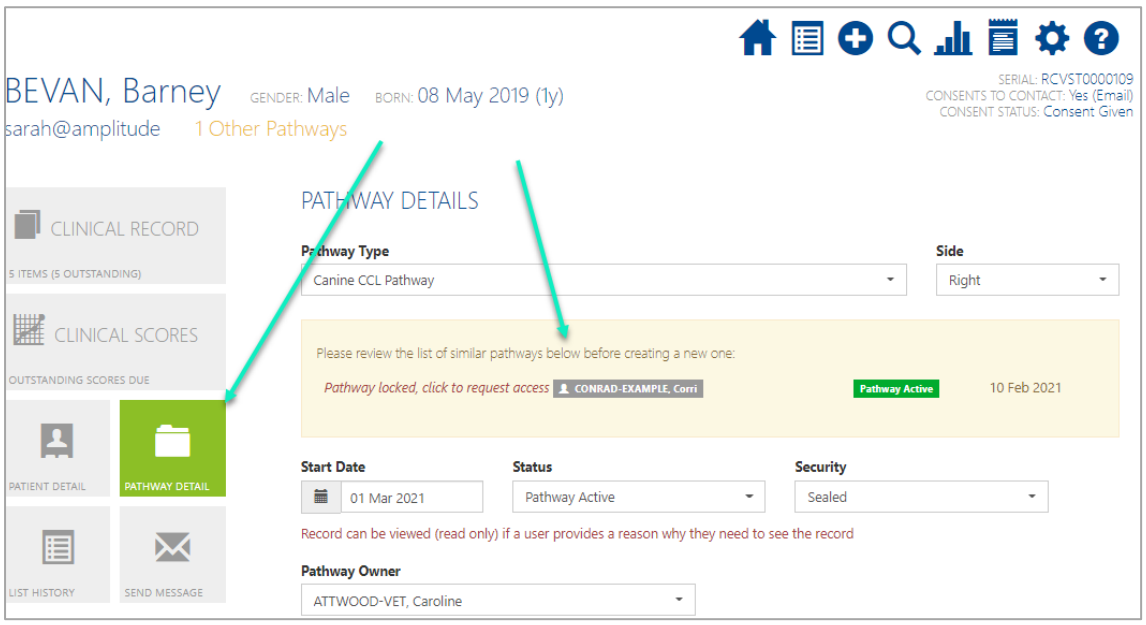


Once on the **Pathway Settings** screen **Click** on the **Lock Level** drop down to see various security options. Once the correct option has been selected, **click Save**.



Identifying sealed and locked pathways

When you search for patients, you will only see those that either you are the **Pathway Owner** for, or those for the **Pathway Owner** you are delegating for. If you access the **Pathway Details** tile (as above) and another Vet has a **Pathway** for this patient this will be highlighted.



Access to the other **Pathway** depends on the **Security Level.**

If **None,** you will be able to view the **Pathway.**

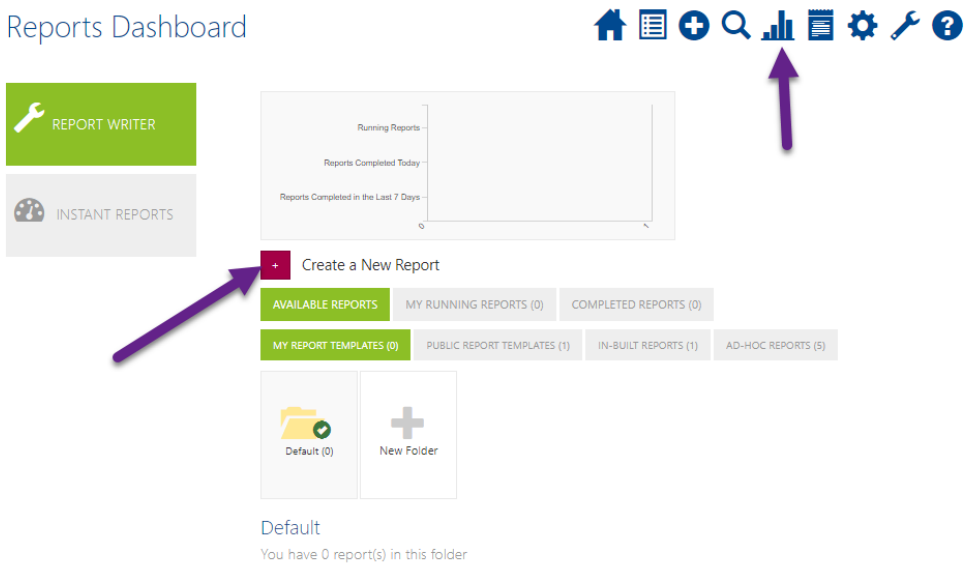
If **Sealed,** you will be able to view the **Pathway** but will be asked for a **Reason** and their **Pathway Owner** will know you accessed the **Pathway** and will see the **Reason**

If **Locked,** you will not be able to view, but can **Request**, providing a **Reason**.

Creating a simple report

For full information and guidance on reporting, please visit the Knowledge Base by selecting the question mark icon on the top ribbon of the platform. The following information is an introduction on how to build a simple report.

Click on the **report icon**, then click **Create a New Report**.

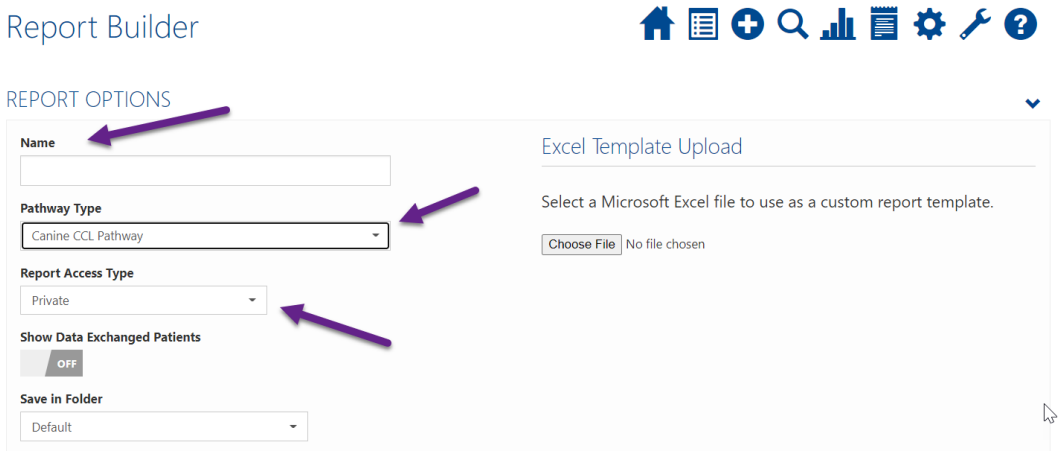


Fill in the report options:

Name: Relevant name which will remind you what the report is for.

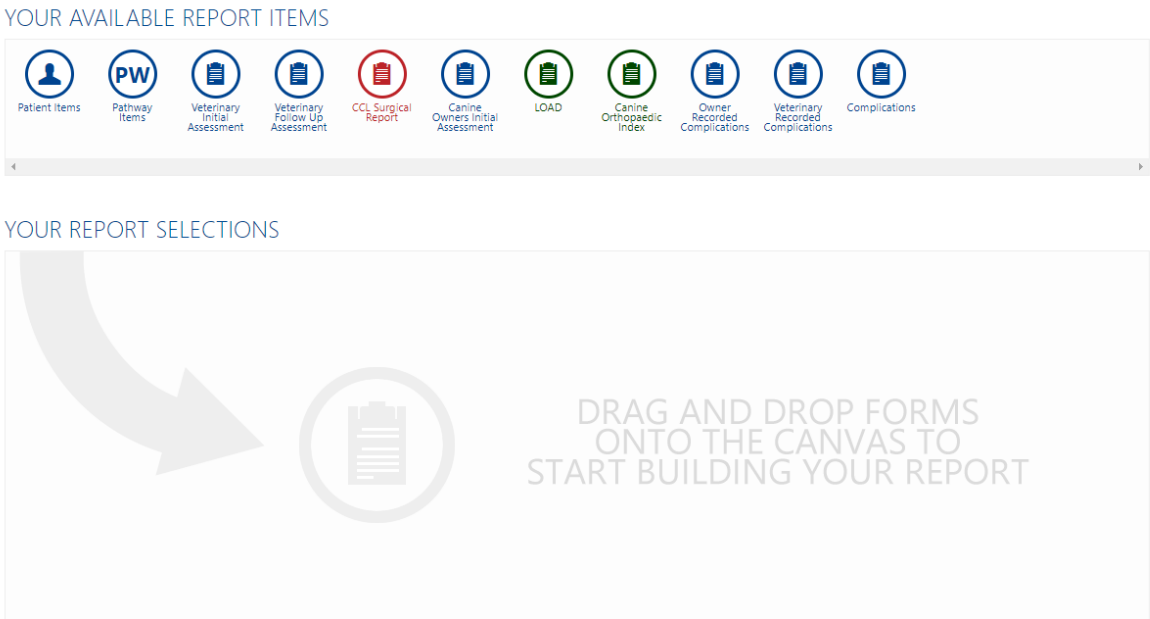
Pathway Type: Choose the pathway you want the report for.

Report Access Type: Private means only you can see/use this template.



After selecting a pathway type, a screen like the one below will appear. Blue icons are standard forms, Red icons are procedure forms and Green icons are Scores.

Drag and drop the ions you want into the canvas below. To remove them, click the X on the right-hand side.



Open each selection and **tick** the boxes of the items you wish to see; ONLY TICKED ITEMS WILL SHOW ON YOUR REPORT. When you are happy with the selection click **save**.

NOTE: The report is produced in Excel and will display each patient as a separate row and each ticked report selection as a separate column, if you select as large number of items this may appear daunting in Excel so be careful with your choices.

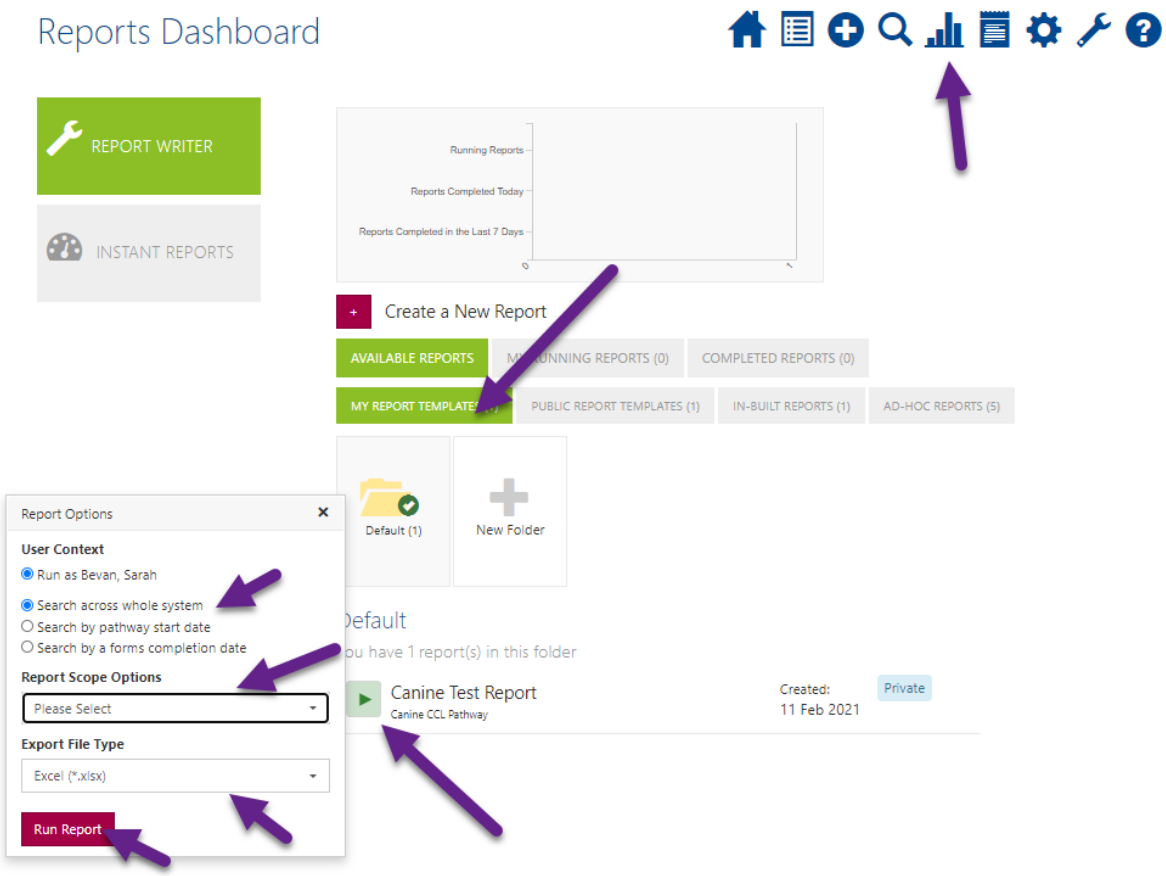
ALSO NOTE: The reporting server updates once a night. So, for example if you add procedure forms today, these will not appear on the report until tomorrow.

How to Run a Report

Click on the reports icon and click either **Public Report Templates or My Report Templates**. Next to the report you would like to run click on the **green play button**.

Choose the **date range**. You can restrict it to a specific date range or 'Search across whole database'. Choose the **report scope** i.e., whose patients you would like to view. Choose **file type**.

Once happy click **Run Report**.



The report then appears in '**My Running Reports**' and the spinning arrow shows it is not yet complete. This might take a while.

Once complete it will move to '**My Completed Reports**'. To view the report, click the **green download icon** and confirm you will be saving patient identifiable data to your computer hard drive. Once open in Excel the data can be manipulated using tools such as pivot tables and filters, alternatively, if it is a public report, it may already have this done for you.

Managing your account

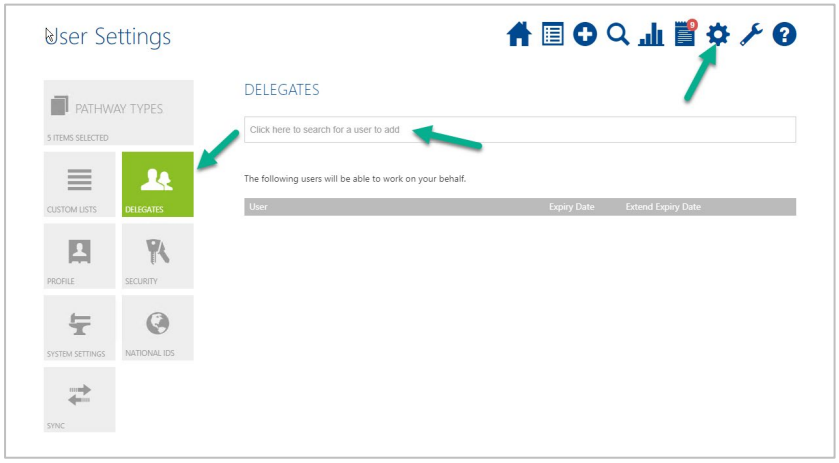
Adding or changing delegates

Veterinary Surgeons are the pathway owner. Veterinary surgeons can nominate other members of their practice team to be their delegates. Delegates are able to enter or edit owner/patient data on behalf of their nominee. Delegates have access to the pathway owner's records and can update owner/patient information under their name, (these can be other veterinary surgeons, veterinary nurses, or members of your administration team who are adding data on your behalf). It is the responsibility of the veterinary surgeon who is the pathway owner to ensure that the terms of use (https://caninecruciateregistry.org/user-guides/) are met by any person to which you delegate the administration of the registry to.

When veterinary surgeons sign up to the registry, they are able to nominate individuals to their records as delegates. When you move practices or your team arrangements change, you will need to update your delegate lists.

If new delegates do not already have an account on the Amplitude system, they can create their own login by contacting Amplitude Customer Support: customer.support@amplitude-clinical.com. Amplitude Clinical Outcomes will email the delegate within two working days to provide them with their log in details. Once they are sent this email, they will have 24 hours to activate their account. Their username will follow the format of ForenameSurname (without spaces). They will be asked to update their password on a regular basis. Delegates should take care if they are using their browser to remember their password. Amplitude has a password and a secret question, often it is answer to the secret question that the browser remembers, and so populates the password field incorrectly during the next login. For any assistance, please contact **Amplitude Customer Support**: customer.support@amplitude-clinical.com / 0333 014 6363 *available Monday-Friday 9am-5pm excluding Bank Holidays*.

Once your delegate has an account, to nominate them as your delegate, select the **cog** (settings) **icon** from the top right-hand corner, select the **Delegates** button.



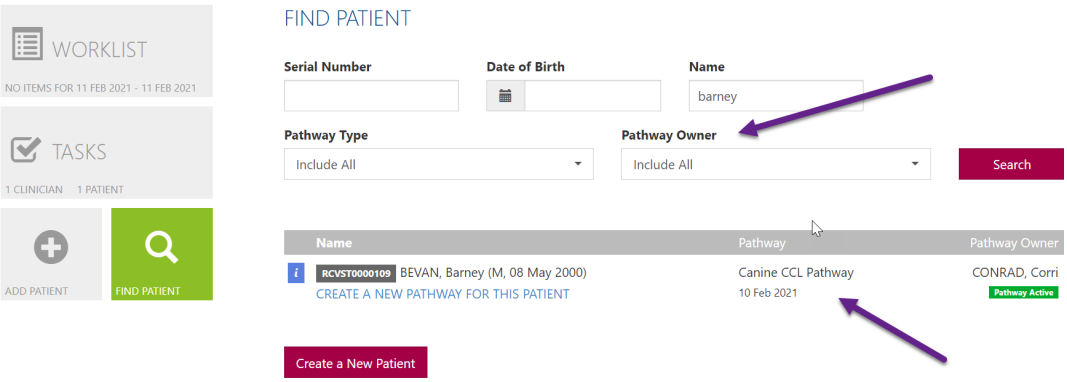
Type the name of your delegates in this text box and **select** them from this list. Please note if your delegate does not appear in this list, they will have to be added directly to Amplitude by our customer support team.

Your delegate has now been added.

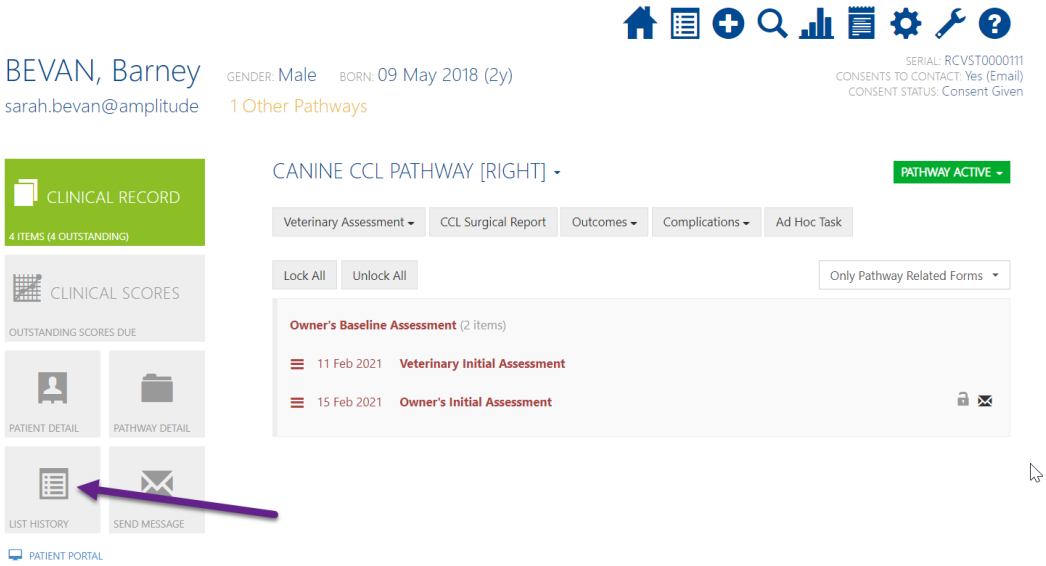
From this Delegate screen pathway owners can give their Delegates an expiry date or remove Delegates from their account (thereby revoking permissions to all pathways held by the pathway owner).

Managing worklists

Find your patient, click on the **Pathway** to open the **Clinical Record**.

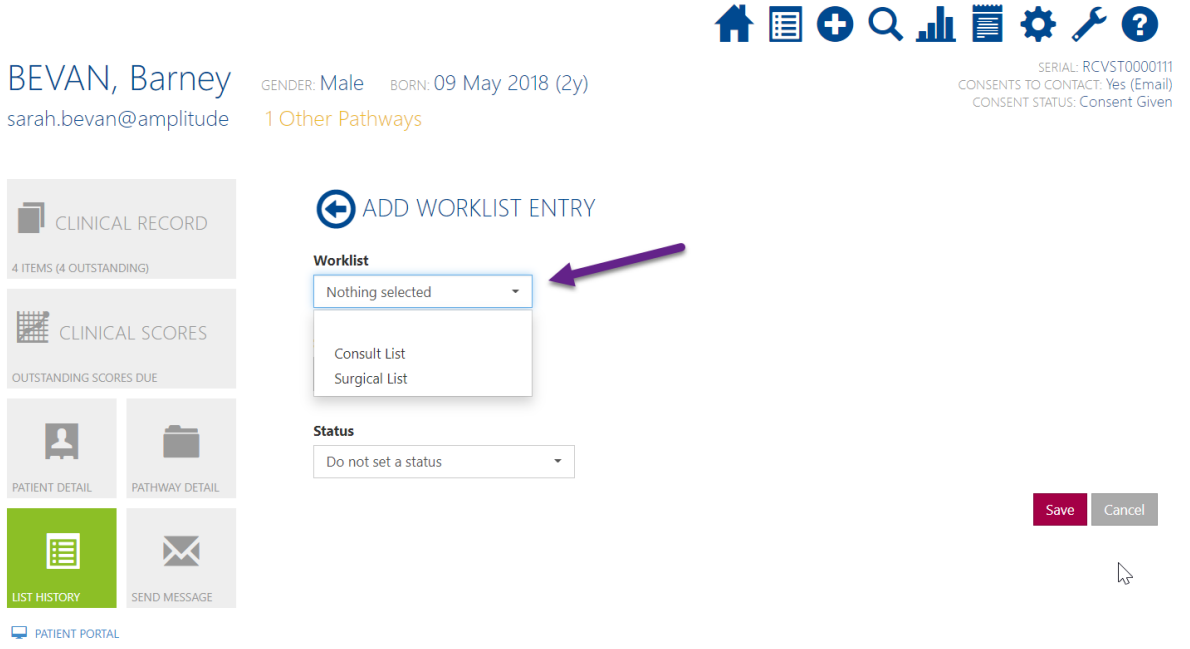


Click on the **List History** tile.

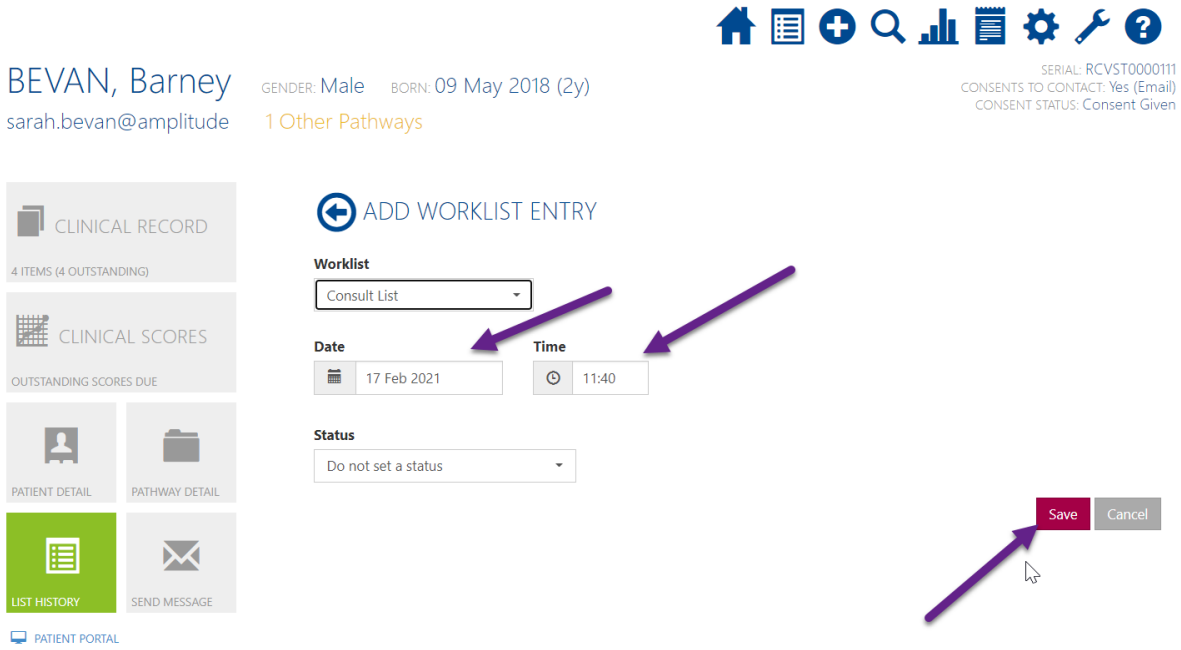


Click **Add Worklist Entry**.

Select **Worklist** and choose the appropriate option.



Select **Date** and **Time** and then **Save.**



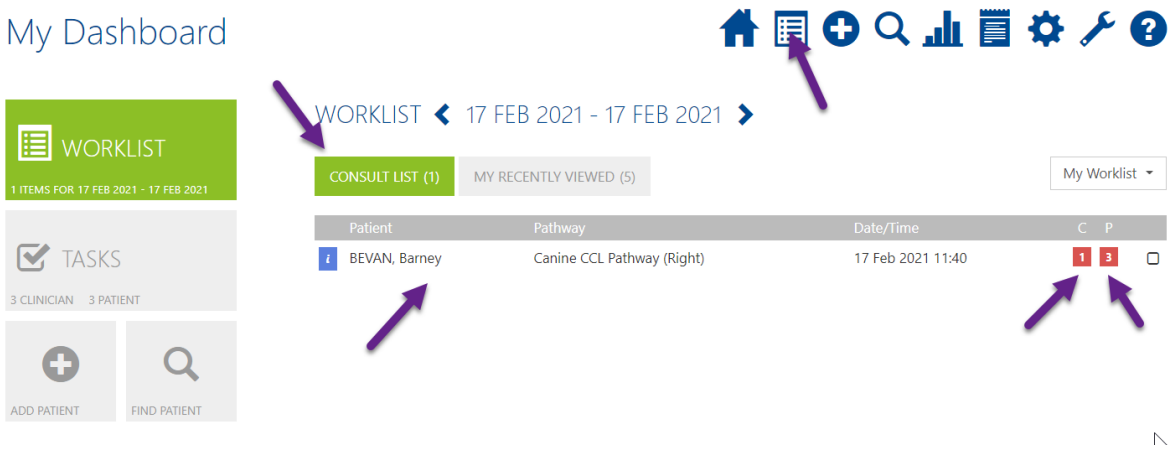
To remove a Worklist entry, **click** on the **Trash** icon.

To add another worklist entry, **click Add Worklist Entry** and follow above process. To edit a Worklist entry, **click** on the entry to make changes to the **Worklist, Date** and **Time**.

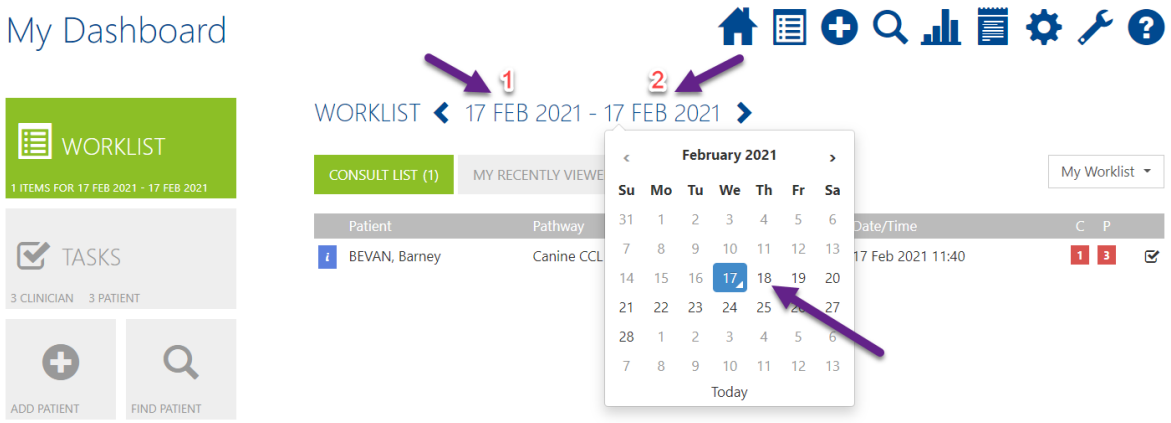
To view the Consult and/or Surgical **Worklist** entries, **click** on the **Home** icon or view **Today's Worklist** from the **Worklist** icon. You can toggle between Worklists by selecting the appropriate tab e.g., **Consult List**.

Only worklists that are populated will appear. You can access the **Clinical Record** from the Worklist by **clicking** on the **Pathway**.

Outstanding tasks will display in the Worklist as a red box. These are indicated under columns headed **C** or **P** for Clinician or Patient tasks. The number represents the number of outstanding tasks. **Click** on the **red box** to see which forms are outstanding.



To change the calendar view to a different day or to view your worklists over a period, **click** on the date and select the preferred date from the drop-down calendar. Please note there are two calendars 1) start date 2) finish date.



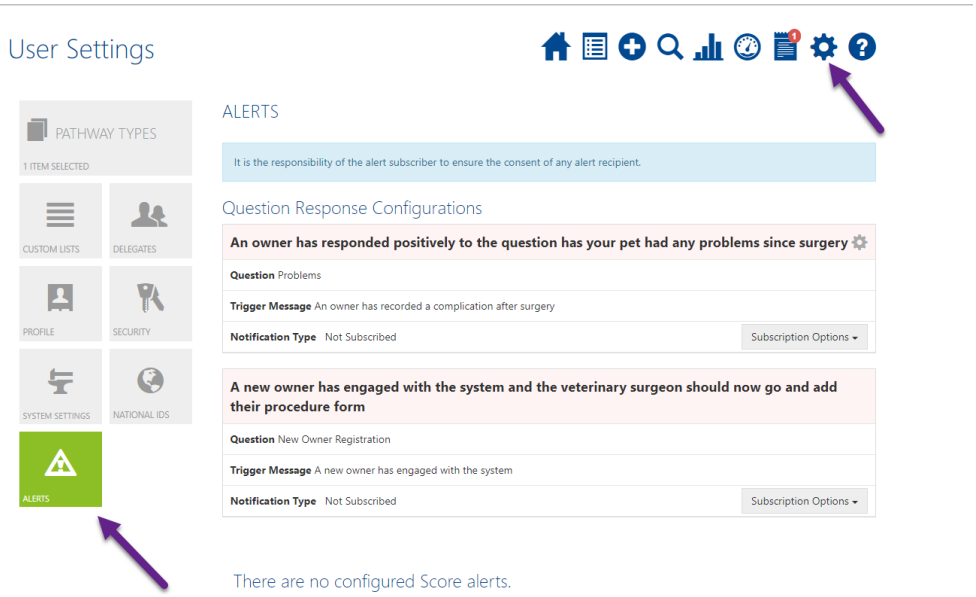
To scroll through dates, **click** the left or right-hand arrows either side of the date range.

Alerts

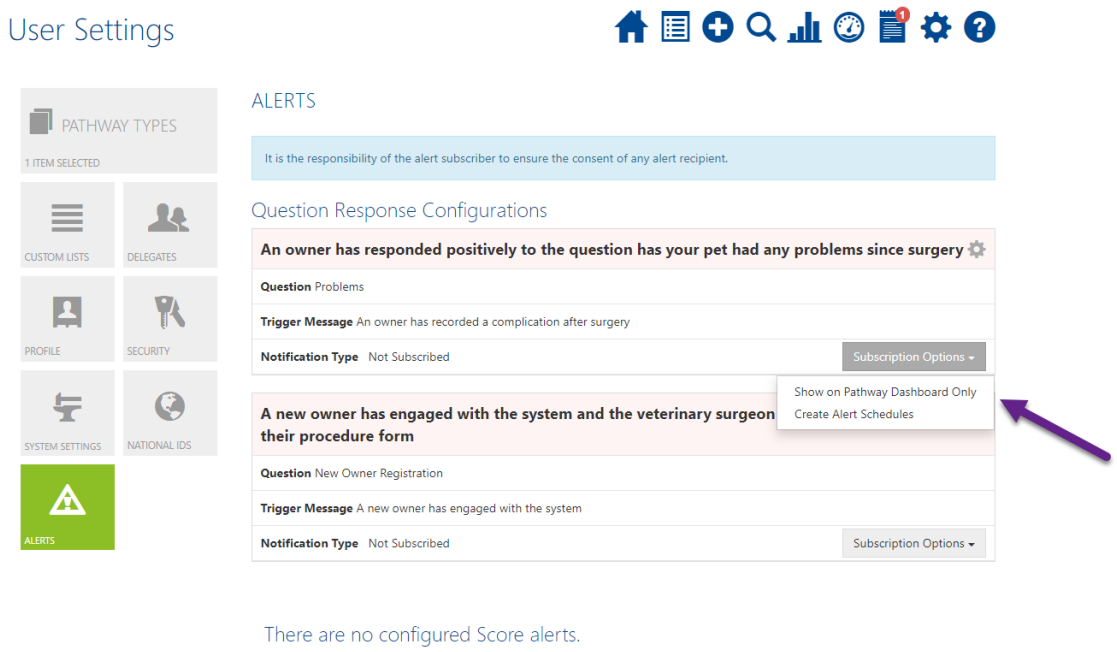
You can set up subscriptions to alerts to inform you:

1. If a new owner creates a new patient record on the system and you need to add a procedure form to their record.
2. If an owner records a positive answer to the question of "Has your dog had a complication?" on the 6-week, 6-month or annual questionnaires.

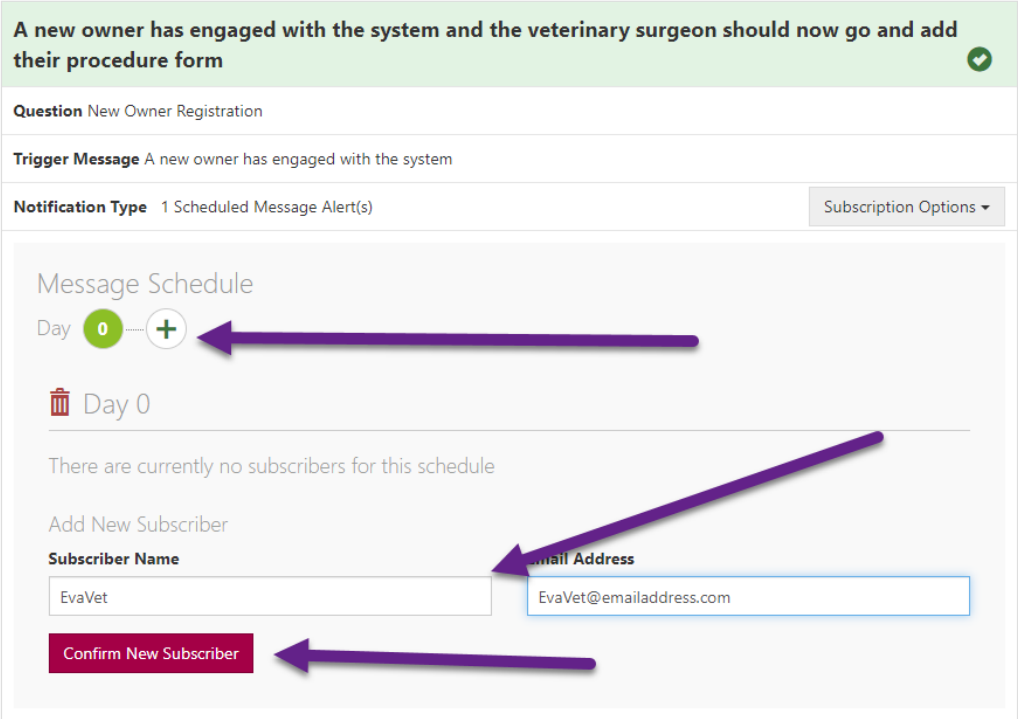
To set up alerts, first click on the **settings** cog within your account, and then on the **alerts** icon on the left-hand side.



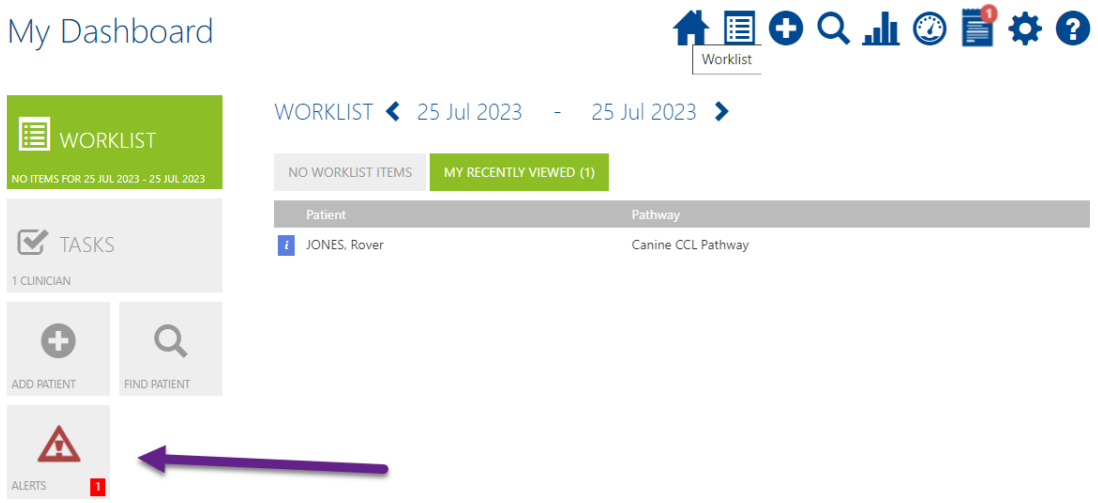
Next, choose which alert you want to set up and choose whether you wish the alert to show only on the dashboard or whether you want to receive alerts to an email address.



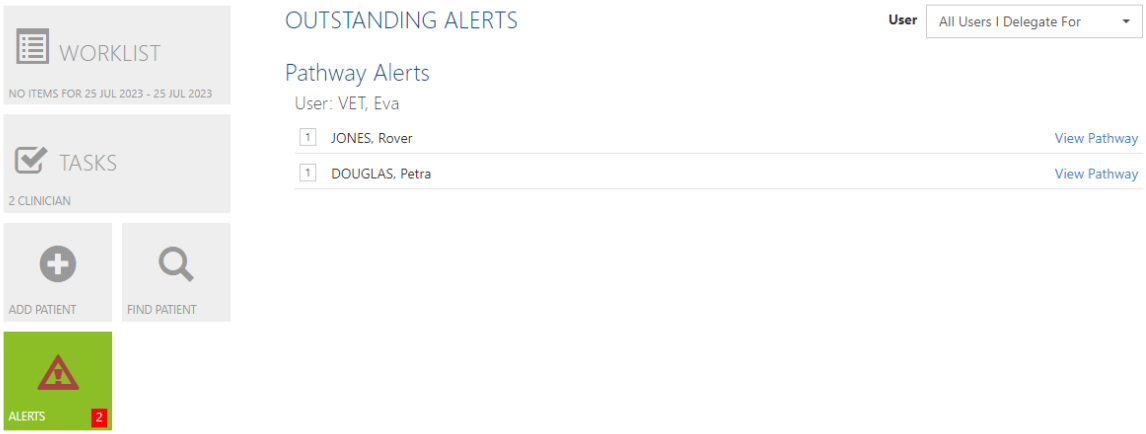
You can choose when you want to receive the alert (day of response by owner, or at a later date) and who you wish to receive this. You might choose to receive the notifications yourself, or you may choose for alerts to be triaged by an admin clerk in the first instance. Please ensure you obtain consent before adding another user to receive alerts.



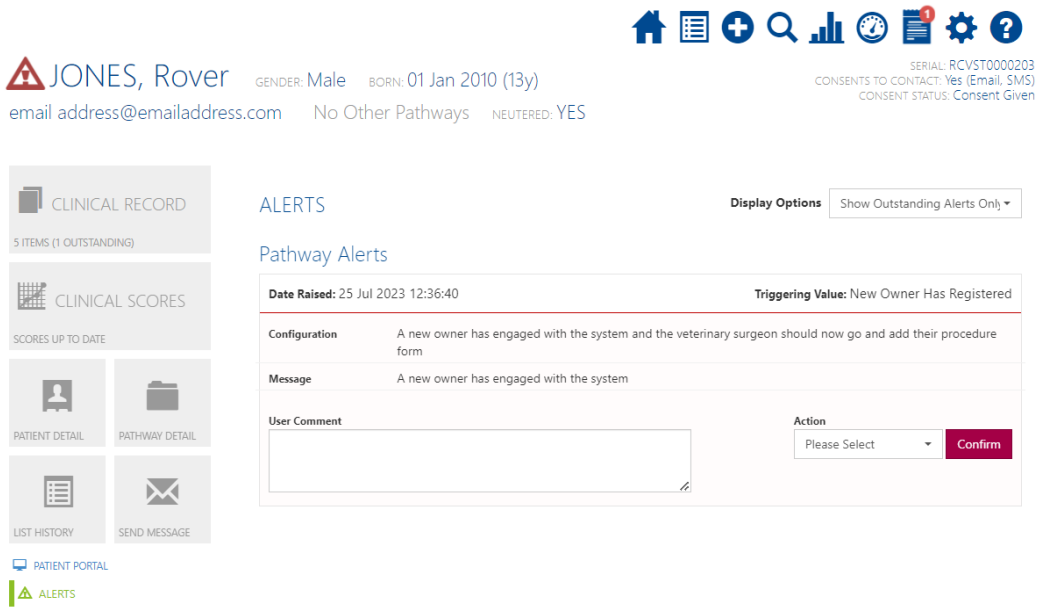
When new alerts are received, they will show on the dashboard, and if you have chosen to receive email notifications you will receive an alert to your inbox.



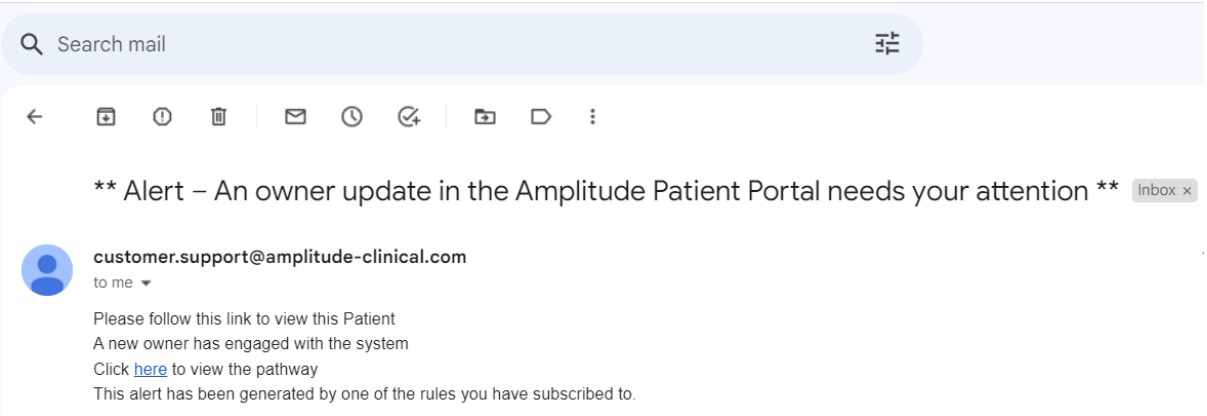
Click on the **alerts** icon to see which patients alerts have been received for, and click to see their pathway.



When you click **view pathway** you can see further details of the alert.

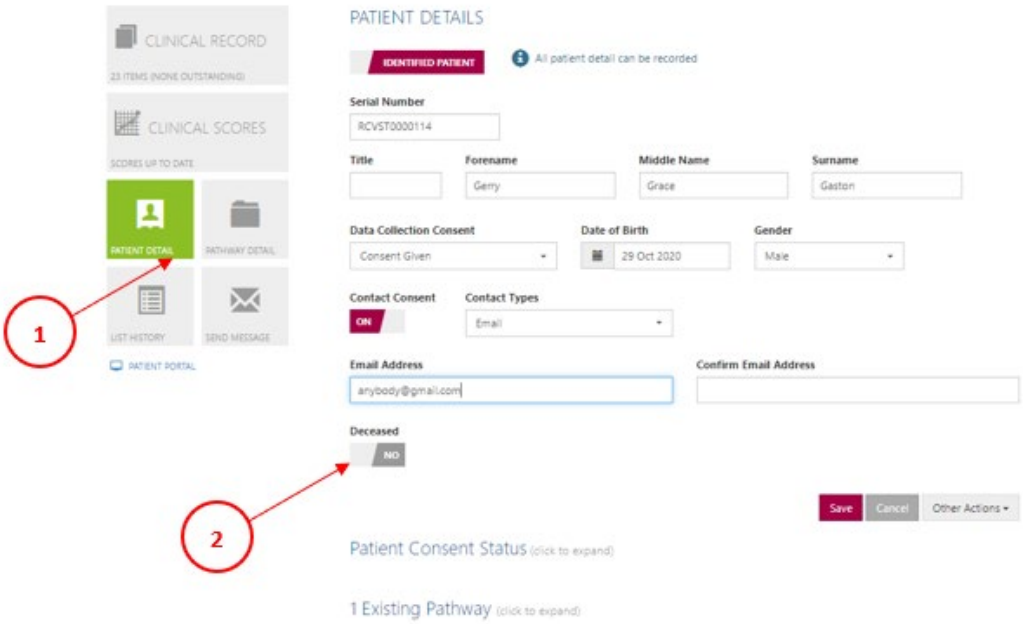


If you have subscribed to email notifications you will also receive an email informing you that something needs your attention.



Recording a patient as deceased

In the sad event that the dog has passed away since their surgery, the patient should be recorded on the platform as deceased. This can either be done by the veterinary surgeon or the owner by contacting Customer Support customer.support@amplitude-clinical.com or on 0333 014 6363, or can be done within the system by the veterinary surgeon. To do this, Find the patient, and go to an active pathway. Select the **patient detail.** Mark the patient as **deceased.**



FAQs/Troubleshooting:

- Browsers such as Google Chrome remember your passwords for some sites. Amplitude has a password and a secret question, often it is answer to the secret question that the browser remembers, and so populates the password field incorrectly the next time you login. This is something to be wary of.
- If your account is locked this is because you have entered your password incorrectly more than 3 times. You can unlock it by clicking on the "forgotten your password?" link on the login screen and entering the email address registered to your account. In resetting the password it will unlock your account.
- Alternatively, you can contact Customer Support on 0333 014 6363 / customer.support@amplitude-clinical.com and we can unlock your account and/or reset your password.

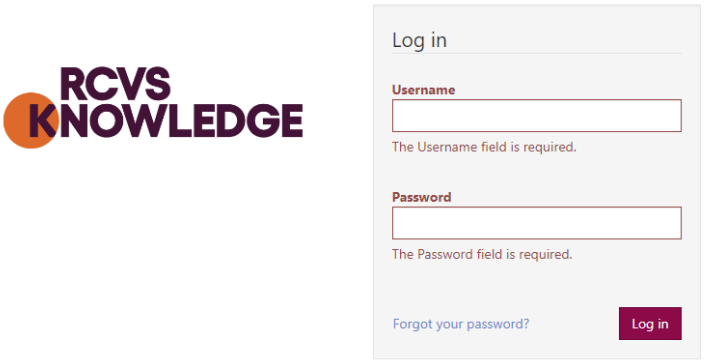
- If any of your personal details change (e.g. Name or e-mail address) then please call 0333 014 6363 / customer.support@amplitude-clinical.com and we can make the appropriate changes.

- The Amplitude standard Username is ForenameSurname but you may request this to be different, for example:
    - To remove hyphens and apostrophes
    - To reflect your Known Name
    - To make the Username shorter

  If you would like to change your Username, please contact Customer Support

How to reset your password

From the login page, click '**Forgot your password?**'. Enter your email address and **request a reset**. Then check your emails for a link to reset your password.



How to change an owner/patient's security question

If an owner has forgotten their security question, they should contact Customer Support customer.support@amplitude-clinical.com or call on 0333 014 6363.

The next time the owner logs in through the owner portal, they will be asked to set up a new security question.

For more Troubleshooting and FAQs please view the **Knowledge Base**:

Use the Question Mark Icon

This guide is designed to be a "Quick Start" to get you going on the system. There is more functionality and help available. We recommend starting with the Knowledge Base and if you need anything clarifying contact Customer Support.

Amplitude Customer Support: customer.support@amplitude-clinical.com / 0333 014 6363
available Monday-Friday 9am-5pm excluding Bank Holidays

About RCVS Knowledge

The Canine Cruciate Registry (CCR) is funded by RCVS Knowledge, who manage the Advisory and Steering Committees that are providing clinical oversight for the project.

RCVS Knowledge is a charity whose mission is to advance the quality of veterinary care for the benefit of animals, the public, and society. We meet this mission by championing the use of an evidence-based approach to veterinary medicine, inspiring a culture of continuous quality improvement in practice, and making our resources available to the profession and wider public. RCVS Knowledge is the charity partner of the Royal College of Veterinary Surgeons.

Royal College of Veterinary Surgeons Trust (trading as RCVS Knowledge) is a registered charity No. 230886. Registered as a Company limited by guarantee in England and Wales No. 598443.

Registered Address: RCVS Knowledge, 1 Hardwick Street, London EC1R 4RB

T: 020 7202 0721 | Email: ebvm@rcvsknowledge.org | Website: rcvsknowledge.org

About Amplitude Clinical Outcomes

The portal is managed on a day-to-day basis by Amplitude Clinical Outcomes, data processors for the Canine Cruciate Registry, who are a globally recognised, independent supplier of software systems that capture and report clinical and patient reported outcomes data (PROMs). Amplitude is the leading supplier of electronic PROMs to the British NHS, as well as being used by many registries in the UK and internationally. The Amplitude platform collects data from patients (owners), and it allows context to be applied to the outcomes, allowing for a whole picture of a patient's health to be considered, from initial interaction, to post intervention.

Amplitude Clinical Outcomes in a registered Company No. 07172333.

Registered Address: Wood End House, Grafton Flyford, Worcester, Worcestershire, WR7 4PH.

T: 0333 014 6363 | Email: customer.support@amplitude-clinical.com | Website: amplitude-clinical.com