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Work Sample

Patient portal FAQs addressing account access, family member registration, and result interpretation for a diagnostic laboratory.

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Frequently Asked Questions

Viewing Your Results

1. How do I access my report?

To access your report when available, please create an account by clicking on the 'Sign Up' button at [<Patient Portal URL>](Patient Portal URL). You will then be prompted to enter your information. Make sure to enter the same name and date of birth provided at the facility that collected your sample. Upon clicking on 'Submit', if we have a record of your test, your account should be activated immediately and you will have access to all your test reports processed at our laboratory.

Please be informed that the email address provided at your testing facility will **not** be automatically connected to an account at [<Patient Portal URL>](Patient Portal URL). You will need to create a new account to access your results.

Note: The email address used to create an account need not belong to the patient being registered. For example, if you are creating an account for your child, you can register this account with any email address that was not used previously on our website.

2. My account is activated. How do I view my report?

Under the 'Results' tab, click on the relevant accession number to view your report. You will also find the options to download or print your report under the Accession number column.

3. My account was not approved and the web page says you'll take 24 hours to manually review and approve my account. What do I do?

- If your sample was collected recently, please note that it may take up to 24 hours for our system to receive a record of your test and approve your account.
- If you are creating an account prior to your test, please note that your account will only be approved within 24 hours after your sample was collected.
- If your account is not approved within 24 hours of sample collection, you will need to contact your healthcare facility to confirm that your specimen was sent to <Laboratory Name> and not to a different laboratory. If the facility verifies that your specimen was sent to our laboratory, please also confirm that your name and date of birth were provided correctly.

If the above scenarios do not apply to you and you are still unable to access your account, please contact us at [<customer service email address>](customer service email address) or [<support email address>](support email address) and we will look into the issue for you.

4. When I click on the accession number, I see an error that says 'Authorization denied', 'Access denied', or 'Patient data is not valid'. What do I do?

Please refresh your browser and clear your browser cache and try again. If this does not work, try using a different browser. You should be able to access your results.

Viewing Family Members' Results

5. Can I use the same email address to register multiple accounts?

Since your email address also acts as your username, each email address can only be connected to one account. If you are trying to access a minor's test report and do not have multiple email addresses available, please contact us at [customer service email address](#) or [support email address](#) and we will delete your existing account so that your email address can be reused to create the minor's account.

6. How do I access my children's results?

Our system requires all patients to create a separate account to view their reports. All patients, including minors, will need to create a separate account on our website ([url](#)) using their full name and date of birth to access their reports. Each account can be created using any email address that was not registered previously on our website.

7. Can I see multiple patients' reports under one account?

To protect patient privacy, we do not upload multiple patients' reports to a single account. Each patient will need to create a separate account to access their reports. Patients can make a new account using any email address that was not registered previously on our website.

Understanding Your Report

8. I was tested for COVID-19. When can I expect my results?

Our laboratory processes all COVID-19 PCR and antibody tests within 24 hours of the receipt of the patient's sample. Samples are usually delivered to our laboratory within the same day of sample collection. If you do not receive your test results within this timeframe, please contact us at [customer service email address](#) or [support email address](#) and we will look into the issue for you.

9. My test status says 'Revised'. What does this mean?

The 'Revised' status indicates that your details were modified after your sample was collected. If the status of your test is 'Revised' or 'Final', then the results are your final results.

10. I have a question about my report. Who do I contact?

You will need the assistance of a qualified medical professional to receive accurate advice about your report. Your referring physician or provider should be able to help you in this regard.

11. My name/date of birth is incorrect on my report. How do I fix this?

Please be informed that your report displays the information provided by your testing facility. To change or update your personal details on your report, please send a digital copy of your ID, such as your driver's license or passport, to our email address: [<customer service email address>](#) or [<support email address>](#)

12. The date and time of collection are wrong on my report. How do I fix this?

Since this information is provided directly by your testing facility, we would need a verification letter from your referring provider confirming the accurate date and time of specimen collection.

Navigating the Portal and Patient App

13. How do I reset my password?

1. Click on the 'Password Recovery' link under the Sign Up button. If you do not see this option, make sure that you are on [<URL1>](#) and not [<URL2>](#).
2. Enter your registered email address and click on 'Submit'.

The password reset instructions will then be emailed to you.

14. I do not receive a verification code when I try to view my results with the patient app. What do I do?

If you are unable to access your results from the app, please use our website [<Patient Portal URL>](#) to log in to your account and access your results.