

## France Avenue Family Physicians Online lab viewing Instructions

In an effort to provide our patients with faster, more convenient access to medical information, France Avenue Family Physicians announces the addition of online laboratory results viewing. The following details the steps needed to gain access to your results.

### Getting Started:

- Simply provide us with your email address on the attached form. This email address will be used to notify you with initial set up instructions as well as your finalized laboratory results. **Please note:** If multiple family members give the same email address, everyone will have access to each others results. If it is important to you that your results will only be viewed by you, please supply us with an email address that is only used by you.
- If this is your first time using this system, you will receive an email from FAFPE PatientConnect (if you have SPAM protection, you may need to add it to your "safe" list). This email will contain your username (which will be the email address given) and password.
- Once you receive that email with your username and password, click on the link provided (<https://patientconnect.truchart.com/patientconnect/fafpe/>). Enter your username and password to sign in.
- After you have signed in, click on "Change Account Information" to change your password. Keep your new password in a safe place so you will have it to view your results whenever you would like.

When your laboratory results are complete, you will receive a second email. This email will indicate that you have new laboratory results available for online viewing. Click on the link in the email (the same one as above) and sign in using your username and password from before. Once you're signed in, click on the "View Lab Results" link to see them.

Once you have accessed your laboratory results online, they will remain there for future viewing. If you do not access the laboratory result online within 10 days, a letter with your results will be mailed to you. Due to the nature and complexity of some laboratory tests and our desire for you to receive your results as quickly as possible, you may receive some results sooner than others. You will receive an email notification for each new result. Frequently ordered tests such as Cholesterol, Thyroid, and Complete Metabolic Panels typically result in 3 – 4 days. Our laboratory staff can provide you with an estimated time for completion of your tests.

## Online Laboratory Result Viewing Consent

Name: \_\_\_\_\_ Account: \_\_\_\_\_

Email address (print clearly): \_\_\_\_\_

Signature: \_\_\_\_\_

By signing above, I acknowledge that my personal laboratory results will be published to a secure internet site. I am aware that anyone who uses the same email address as me will have the same account and therefore have access to each others records. I understand that if other family members use this same email address there will only be one user name and password created. I understand that a single user email address must be provided to ensure complete privacy.