

# PDL Announcement:



## COVID-19 Results in My Chart Patient Portal

December 28, 2020

### WHAT HAS CHANGED:

Pacific Diagnostic Laboratories (PDL) is now releasing SARS CoV-2 (COVID-19) test results immediately to the My Chart patient portal.

### REASON FOR THE CHANGE:

As we continue to navigate the pandemic, it is essential that patients are notified of COVID-19 test results as quickly as possible to allow for precautions to be taken to reduce spread of the coronavirus.

Please note: All other tests continue to be distributed at 72 hours to the My Chart patient portal (excluding pathology reports, which do not distribute to this tool).

Patients do need to register to use the My Chart patient portal and can set notifications to occur when a result is posted to this tool. This tool allows for a secure avenue for patients to access their test results.

A link to the My Chart patient portal is available from [www.pdllabs.com](http://www.pdllabs.com)



### PROVIDER NOTIFICATION

In accordance with our PDL Semi-Urgent value policy and procedure, PDL will call providers with COVID-19 positive results between 8 am – 5 pm seven days a week. COVID-19 negative results are not called and will be distributed through normal result delivery pathways.

### FOR MORE INFORMATION, PLEASE CONTACT PDL CLIENT SERVICES AT 805-879-8100

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