Test Result Communication

The foundation for good healthcare is built on timely and thorough communication. NFIMG is utilizing many types of technology to improve the expediency of the delivery of care for our patients. We understand how frustrating it can be to wait for a return call when you are anxiously awaiting the results of a test. We want to give our patients solutions for those who may not be available to accept phone calls during traditional office hours. Additionally, we take our responsibility to ensure that you understand your test results, as well as, our responsibility to protect your privacy seriously. Regardless of which option you choose, if at anytime you have questions regarding your test results we are happy to discuss them with you further. Carefully read the options below and choose the option that best fits your needs by initialing it.

_____**Phone/Voicemail**
Please call me at my: home / work / cellular number to review my test results. If you do not reach me, you may leave a detailed message on the voicemail or speak with _____ regarding my test results**.** I understand that if I do not receive a call, voicemail or a normal result postcard within 5 business days, I should call to obtain the results.

_____**Web Portal**
Please publish my lab results to my patient web portal. I understand I will receive an email at the address on file with NFIMG notifying me when the results are ready to be viewed. I further understand that if I do not receive a message to view my results within 5 business days I should call to obtain the results.

_____**Phone only**
Please call me at the number below to review my test results. If you do not reach me, please leave a message for a return call. I only want to receive test results by speaking directly to a staff member and DO NOT want detailed messages left on my voicemail or my secure patient portal. I understand that if I do not receive a call, e-message to call or a normal result postcard within 5 business days I should call to obtain the results.

The doctors of NFIMG will notify you of both normal and abnormal test results. If there is a new finding on your test results, your doctor may ask you to schedule a follow-up appointment to discuss your results and treatment options. Whether you have testing done at our office or another office, please **never** **assume test results are normal if you don't hear from a doctor's office.** If you do not hear from our office within 5 business days, please call to follow-up on your results.

_____   _____
Signature   Date

_____   _____
Printed Name   Date of Birth