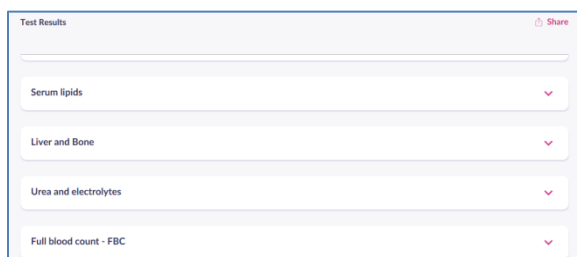


Viewing Test Results on Patient Access

If you have asked for test results to be visible on your Patient Access account, your results will become available for you to view as soon as the Doctor has reviewed them. Please follow the instructions below to view them:

1. Select 'Medical Record' from the menu options.
2. Select 'Test Results' from the sub menu.



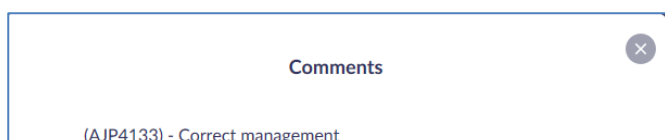
3. Click on the small down arrow to the right of the test name. You will be able to view the results of the test, along with a range which indicates what result is classified as normal. Next to that, you will either see the word 'Normal' or 'Abnormal'. If your result is labelled as 'abnormal' it means that the result isn't within the range which is classed as 'normal', but, it does not mean that it is a cause for concern.

Full blood count - FBC			
Name	Result	Normal range	Date
Total white cell count	4.94 $10^9/L$	3.40 - 8.40	Normal 28 Feb 2018
Red blood cell (RBC) count	4.13 $\times 10^{12}/L$	3.72 - 5.06	Normal 28 Feb 2018

Serum lipids			
Name	Result	Normal range	Date
Serum cholesterol	6.0 mmol/L	< 5.0	Abnormal 28 Feb 2018

If the word 'abnormal' is displayed you will be able to click on the 'comments' icon at the bottom of the section to see what the Doctor has noted when they have reviewed your results.

 **Comments**



Please see below for the comments that you will see, along with an explanation of what the comments mean:

Comments	Meaning
Book appointment with Doctor	Please contact the practice to make an appointment as the Doctor would like to see you regarding your results. This is not necessarily urgent and you will be contacted by the practice if it is. Where possible, try to make an appointment with your usual Doctor and advise the receptionist that the Doctor has asked to see you to discuss your test results. It is likely that, for example, reviews of your prescription, an examination or further tests are necessary. This is a common occurrence and you do not need to be concerned.
Book phone consultation with Doctor	Please call the practice and ask to make an appointment for a telephone consultation with the Doctor. This is not necessarily urgent and you will be contacted by the practice if it is. Where possible, try to make an appointment with your usual Doctor and advise the receptionist that you have been asked to book a phone consultation to discuss your test results. This is usually because the Doctor needs to review an issue but does not need to see you in surgery.
Collect prescription	The Doctor has raised a prescription, which you will need to collect. Please contact the surgery if we have not already been in touch with you.
Correct management	The Doctor is happy that you are taking appropriate steps, such as taking medication or following a clinical process to manage matters going forward and therefore no further action needs to be taken at this time.
Keep appointment	You have an appointment arranged already. The Doctor would like to speak to you about the test results and is therefore asking if you could attend the appointment that you have already arranged.
Repeat test	Unfortunately the test needs to be repeated. This may be because of technical problems at the laboratory. Please make an appointment to have your bloods taken so that the test can be repeated.
Satisfactory	Your test results are showing as being slightly outside the normal range but the Doctor does not feel that the difference is of any clinical significance and is satisfied that no action needs to be taken at this time. This is a very common occurrence and nothing to be concerned about.