

After Visit Patient FAQs

Here are some answers to commonly asked after visit questions as well as some information about what to expect regarding the timing of receiving results. We encourage the use of the Patient Portal when possible.

Labs: If processed at MFM, please allow 5 days for results. Please allow 7 days for those done at LabCorp.

- Please note that facilities like the hospital, LabCorp, or Quest may send your results to you as soon as they are back, even before they have been reviewed by a provider. We ask that patients do not call about these results as a provider will be reviewing them and be in touch with you as soon as possible.
- **We prioritize results so the most urgent and critical results are called first.**
- We encourage patients to use the portal as this is a fast way to receive results from your provider.
- Stool samples can sometimes take at least a week to result. It may be faster if done at the hospital.
- Pap smears take 1-2 weeks to result.

Please also note that labs sent to the portal may say they are within normal limits, but you will see a slight abnormality in the value. There are many scenarios where those abnormalities are still within normal limits. If you have specific questions or concerns, we encourage you to send a portal message to your provider.

Imaging:

- Results for imaging done at the hospital will be posted on MyLaheyChart before the provider has had a chance to review them. We ask that patients do not call about these results as a provider will be reviewing them and be in touch with you.
- Our provider team is constantly watching for results. **If imaging was done for acute symptoms, we will be in touch asap. If imaging was done for screening or routine monitoring, we will be in touch as soon as we can. We prioritize results so the most urgent and critical results are called to patients first.**
- Echos may take one week to complete.
- Stress Test results are reviewed by a cardiologist and may take one week to complete.
- Zio Patch can take 1-2 weeks after the test is sent back to result.
- Sleep studies can take 1-2 weeks after the test is sent back to result.

Pathology:

- For Fine Needle Biopsies of the thyroid, results take at least one week. You may call one week after the procedure if you have not had any results yet.
- If an Affirma was done with this, that can take 2-4 weeks to come back.
- Skin Biopsies typically take 7 days to obtain results. Your provider will call you when the results are available from the pathologist.
- Colon/Esophageal Biopsies results are currently taking up to 15 business days. You will either be called by the provider or notified via the patient portal.

Refills:

- For refill requests, please use the patient portal. Please allow for 48 hours for refills to be processed. It may help to request your refill 72-96 hours in advance, knowing it will take up to 48 hours for this to be processed.
- Check with the pharmacy for the status of your refill request. If the refill has not been received within 48 hours, please call the office.

Referrals:

- Patients call to set up their own appointment with specialists. If referred to in house Behavioral Health, Endocrinology, or Gastroenterology, those teams will contact you to schedule.
- Patients will need the name and NPI number of the provider, date, time of appt for a referral to be generated.

Making Follow-up Appointments: We recommend that follow-up appointments and physicals be booked at checkout prior to leaving. This will help ensure you get the time you want for your upcoming appointment and the best care.

Worsening or Persistent Symptoms: If you experience a continuation in symptoms, a change in your symptoms, or a worsening in your symptoms, a follow-up visit may be recommended. This is so we can provide you with the best care possible based on your current symptoms.