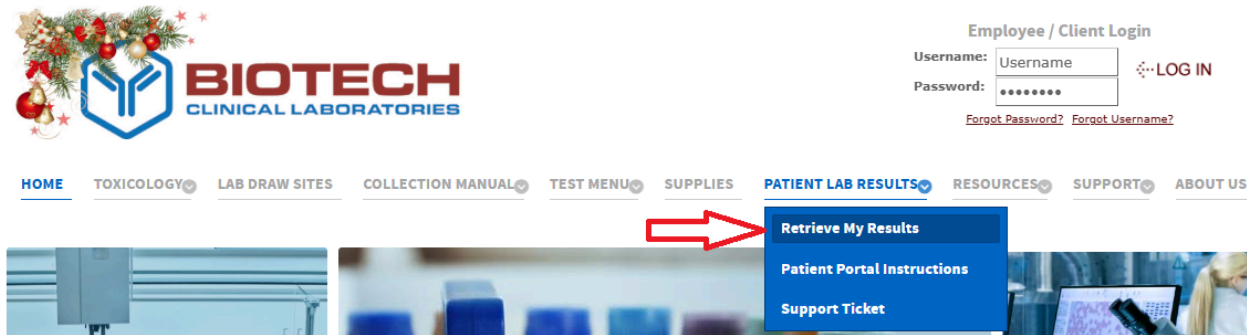




Patient Lab Result Portal

A simple and fast way to access your Lab Results

1. On a PC, Mac, smartphone, or tablet, type in www.biotechclinical.com into any web browser of your choosing. (Chrome, Firefox, Safari, Edge, IE, etc)
2. Click on the "Patient Lab Results" tab on the main navbar. Then click "Retrieve My Results"



3. After you click "Retrieve My Results" an authentication window will prompt you to enter in the required information to request your lab results from the laboratory. Enter your full name, date of birth, and your testing date in the format of MM/DD/YYYY. If your doctor's office has your full name, please enter that. (Example: Steven instead of Steve, or Christina instead of Christy)
4. A confirmation window will appear that will let you know to check your email. Please check all Junk/Spam folders if you are having trouble finding the email. Follow the instructions in the email. Your lab results will download in Adobe PDF format. Please be sure to have Adobe Reader or another PDF viewer installed on your device. If we were unable to retrieve your results, please follow the instructions in the email.

Possible Reasons for not finding your results

1. The information you entered does not match what your doctor's office has provided the laboratory. (Date of birth, first and/or last name misspelling: Matthew instead of Matt, Katherine instead of Kathy). Often your doctor's office will also send your Last Name and Middle/Maiden name together which causes our automated portal to attach those names together.
2. The collection date provided was incorrect from your actual test/draw date.
3. Your Lab Report is still in a pending status. Final Reports are only sent to the patient portal for viewing due to possible changes/corrections via your doctor prior to reporting. If you have any pending laboratory work, the report will not be made available until the report is in a final status. If you would like your partial report, please fill out the patient portal support form within your email.
4. Your doctor sent your laboratory work to another laboratory testing facility and not the Biotech Clinical Laboratories in Novi, MI.
5. Your results are older than 30 days. The portal only provides access to results done within the last 30 days. Anything over that will need a support ticket entered, and your results will be sent to you within one business day.