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# How to Access COVID-19 Lab Results via the Patient Portal

[whitman-walker.org](https://whitman-walker.org)



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# You can access lab results and other information about your medical record through the patient portal.

## The patient portal can be accessed in two ways.

Instructions for how to use both are included in this packet.



Via an app called "Healow" that you can download to your smart phone.



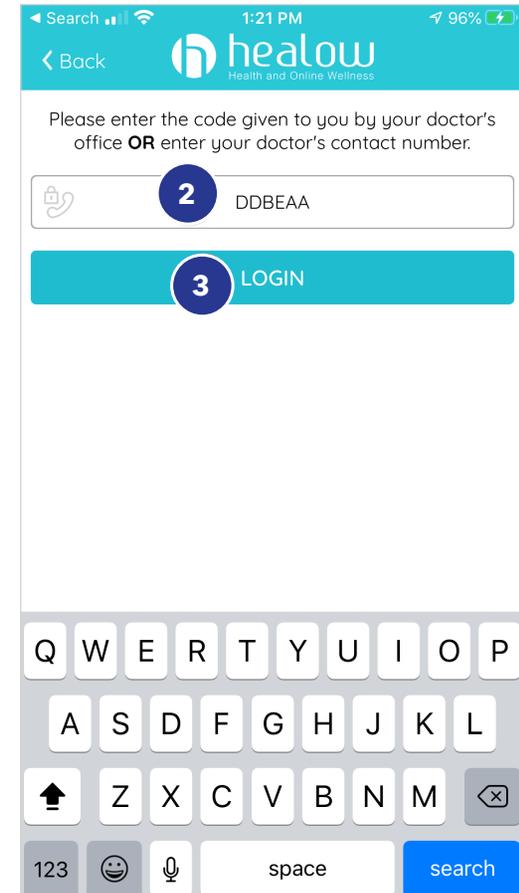
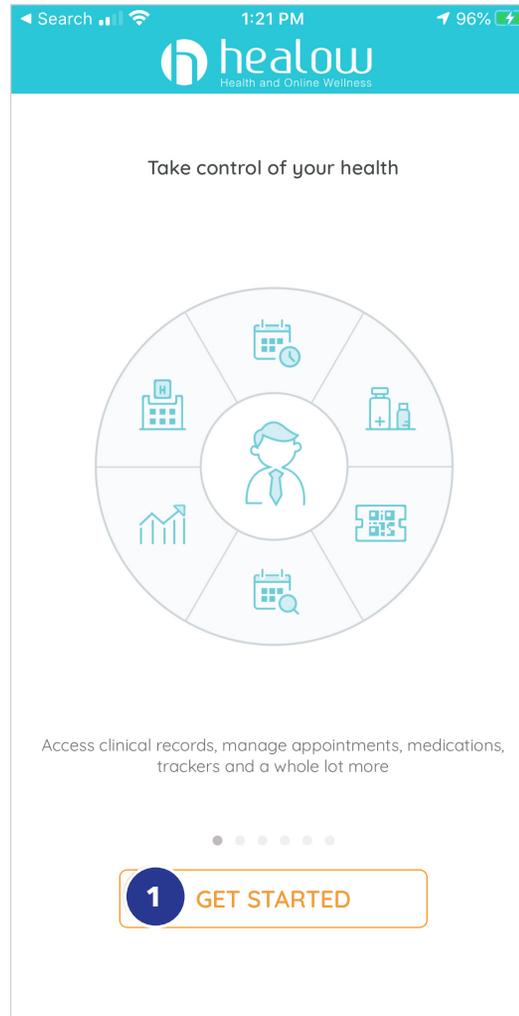
Via a web link on a desktop computer.

Printing labs is only available via desktop, see inside for more instructions.

# Instructions for Healow Login and Resets

To access Telehealth or your labs using Healow, you'll need to first search for and download the "Healow" app to your smartphone.

1. Once you download and install the Healow app, click "Get Started" at the bottom of the home page to begin.
2. Next, type in the WWH unique practice code: DDBEAA
3. Click "Login"



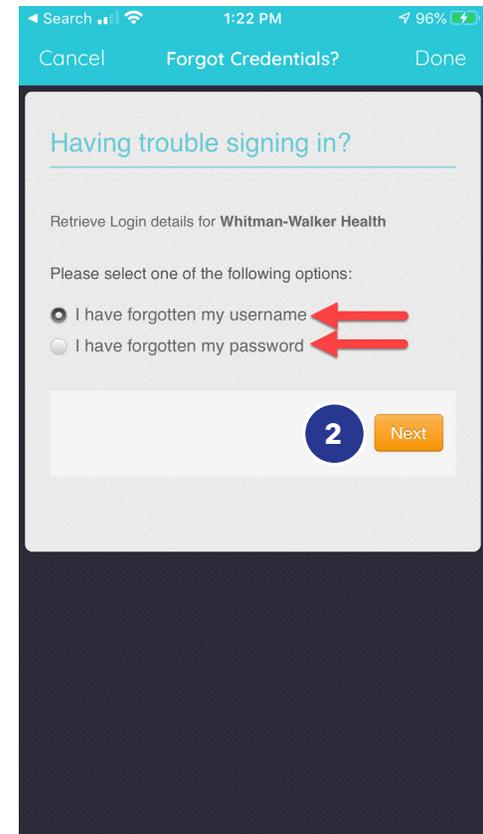
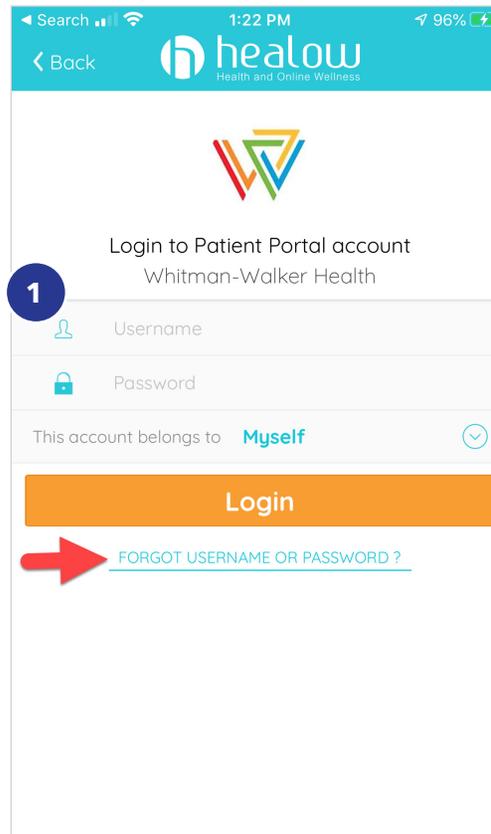
1. Next, enter your Healow username and password, or click "FORGOT USERNAME OR PASSWORD"

**These next steps show how to reset your username or password.**

2. Select the option as needed then click "Next". Enter your First Name\*, Last Name, and Date of Birth on the next screen.

If the information was entered correctly, you will receive reset instructions (whether for Username or Password) to the email address associated with your account.

*Please note, you will need to enter your First Name EXACTLY as it appears in the medical record. Continue reading on the page 5 for additional details and information.*



For some clients, this will need to include your “Legal First Name” followed by your Chosen First Name (in ALL CAPS).

WWH uses an imperfect medical record system, as do most health centers, and we use this format to help ensure we refer to our clients using the correct name. Your “Legal First Name” needs to be recorded in the “Name” field of our medical record because that’s what’s used for billing/ insurance purposes.

#### Using this client example:

1. “Legal First Name” is “Rgarcia” and they go by “RGARC” instead.
2. Last name is “Test”
3. And Date of Birth is “08/07/2001”
4. Click “Next”

*If you’ve recently changed your Name on your identity documents, including insurance, we can update this in our medical record if you let us know.*

*Please email [transhealth@whitman-walker.org](mailto:transhealth@whitman-walker.org) if you don’t know how your name reads in our system or if you’ve updated your Name on your identity documents.*

The screenshot shows a mobile application interface for 'Username Recovery Help for Whitman-Walker Health'. The top bar is teal with 'Cancel', 'Forgot Credentials?', and 'Done' options. The main content area is light gray and contains the following elements:

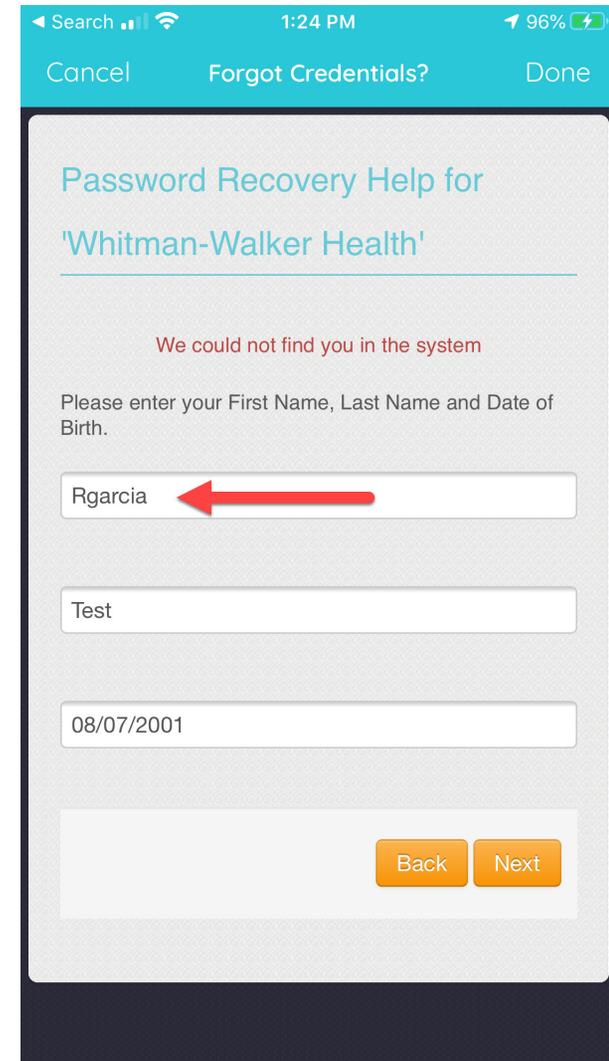
- Title:** Username Recovery Help for 'Whitman-Walker Health'
- Instruction:** Please enter your First Name, Last Name and Date of Birth.
- Step 1:** A text input field containing 'Rgarcia RGARC'.
- Step 2:** A text input field containing 'Test'.
- Step 3:** A date input field containing '08/07/2001'.
- Step 4:** Two orange buttons labeled 'Back' and 'Next'.

If the information was not entered correctly you will receive an error message stating “We could not find you in the system” and you will be taken back to the “Forgot Credentials?” screen to try again.

In the case of this test patient, because their First Name (including Legal and Chosen) in the medical record reads together as “Rgarcia RGARC”, only including their “Legal First Name” (or only including their Chosen Name), doesn’t work.

You may need to repeat this process for both “Username” and “Password” if you need all new log-in information.

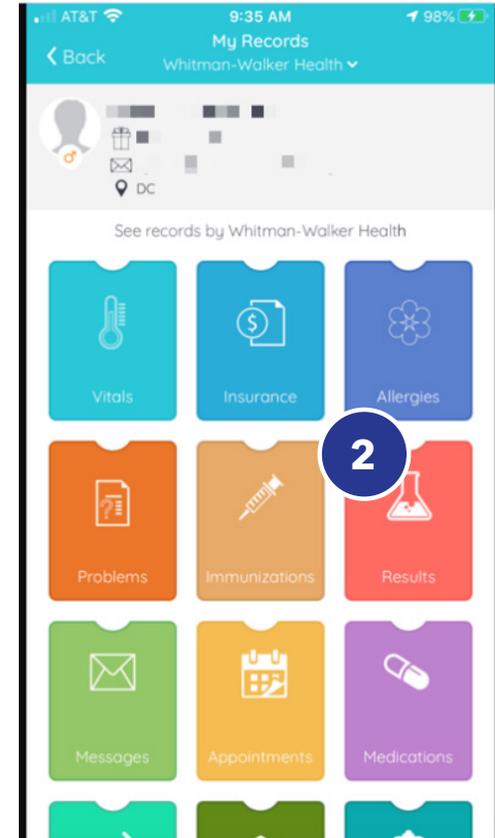
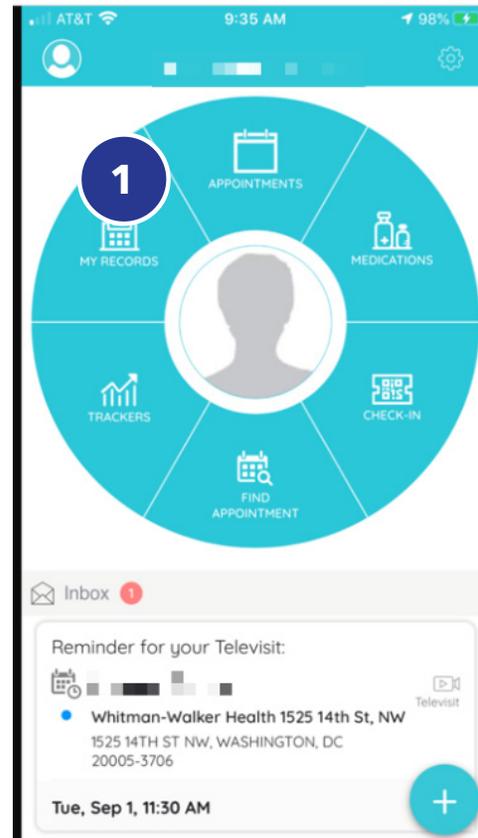
Once logged in, please follow these instructions to access Telehealth Visits and Lab Results using the Healow app:  
**[www.whitman-walker.org/telehealth](http://www.whitman-walker.org/telehealth)**





# Accessing Lab Results on the Healow mobile app

1. After logging in to your Healow patient portal, click "My Records"
2. Next, click on "Results"



➤ **Having trouble accessing your COVID labs in Healow?**  
**Please call 202.797.4425**



## Accessing Lab Results on the Healow mobile app

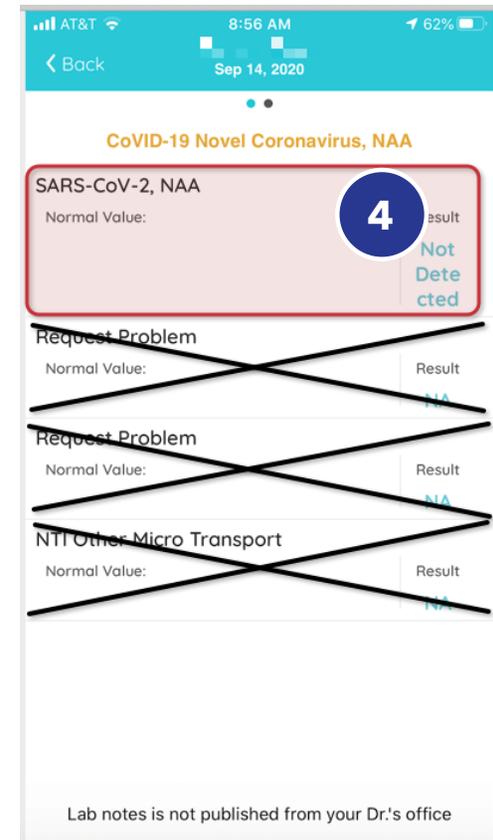
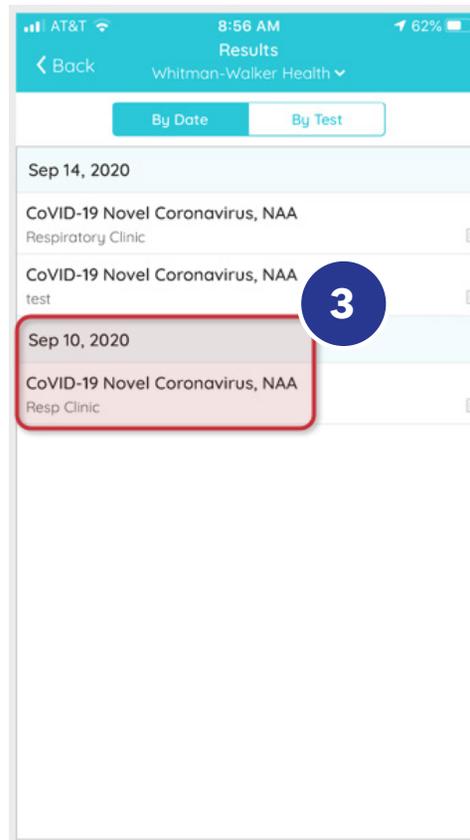
3. Next, click the lab test that you would like to review results for. If you have multiple lab tests from the same day, be sure to click each lab test individually to review those test results.

**4. Next, you will see your results.**

For COVID-19 testing, results are either “Not Detected” or “Detected.” When a result is “Not Detected” - this a negative COVID test result meaning that at the time you were tested for COVID, you tested negative.

When a result is “Detected” - this is a positive COVID test result meaning that at the time you were tested for COVID, you tested positive.

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# Instructions for Desktop Patient Portal Login and Resets

To access Telehealth or your labs using your desktop computer, login to your Patient Portal account using the following link: [bit.ly/wwhpatientportal](https://bit.ly/wwhpatientportal) which will take you to the Welcome page.

1. Enter your Username
2. And your Password
3. Then Login

*Click "Trouble logging in" if you forgot your Username or Password. Your "Username" is usually the email address associated with your patient account.*

Use these tips to recover your Username or Password through the desktop Patient Portal.

## These next steps show how to reset your USERNAME

1. Now select "Forgot Username"  
OR "Forgot Password"

2. And click "NEXT"

Enter your First Name\*, Last Name, and Date of Birth on the next screen.

If the information was entered correctly, you will receive reset instructions (whether for Username or Password) to the email address associated with your account.

*Please note, you will need to enter your First Name EXACTLY as it appears in the medical record. Continue reading on page 11 for additional details and information.*

ACCOUNT RECOVERY HELP

Having trouble signing in?

Please select one of the options to recover your portal account

1  Forgot Username OR  Forgot Password

Cancel Next 2

**For some clients, this will need to include your “Legal First Name” followed by your Chosen First Name (in ALL CAPS).**

WWH uses an imperfect medical record system, as do most health centers, and we use this format to help ensure we refer to our clients using the correct name. Your “Legal First Name” needs to be recorded in the “Name” field of our medical record because that’s what’s used for billing/insurance purposes.

**Using this client example:**

1. “Legal First Name” is “Rgarcia” and they go by “RGARC” instead.
2. Last name is “Test”
3. And Date of Birth is “08/07/2001”.
4. Click “Next”

If you’ve recently changed your Name on your identity documents, including insurance, we can update this in our medical record if you let us know.

Please email [transhealth@whitman-walker.org](mailto:transhealth@whitman-walker.org) if you don’t know how your name reads in our system or if you’ve updated your identity documents.

If the information was not entered correctly you will receive an error message: “We could not find you in the system” and you will be asked to try again.

In the case of this test patient, because their First Name (including Legal and Chosen) in the medical record reads together as “Rgarcia RGARC”, only including their “Legal First Name” (or only including their Chosen Name), doesn’t work.

**USERNAME RECOVERY HELP**

Please enter First Name, Last Name and Date of Birth of the account you are trying to access.

1 Rgarcia RGARC

2 Test

3 08/07/2001

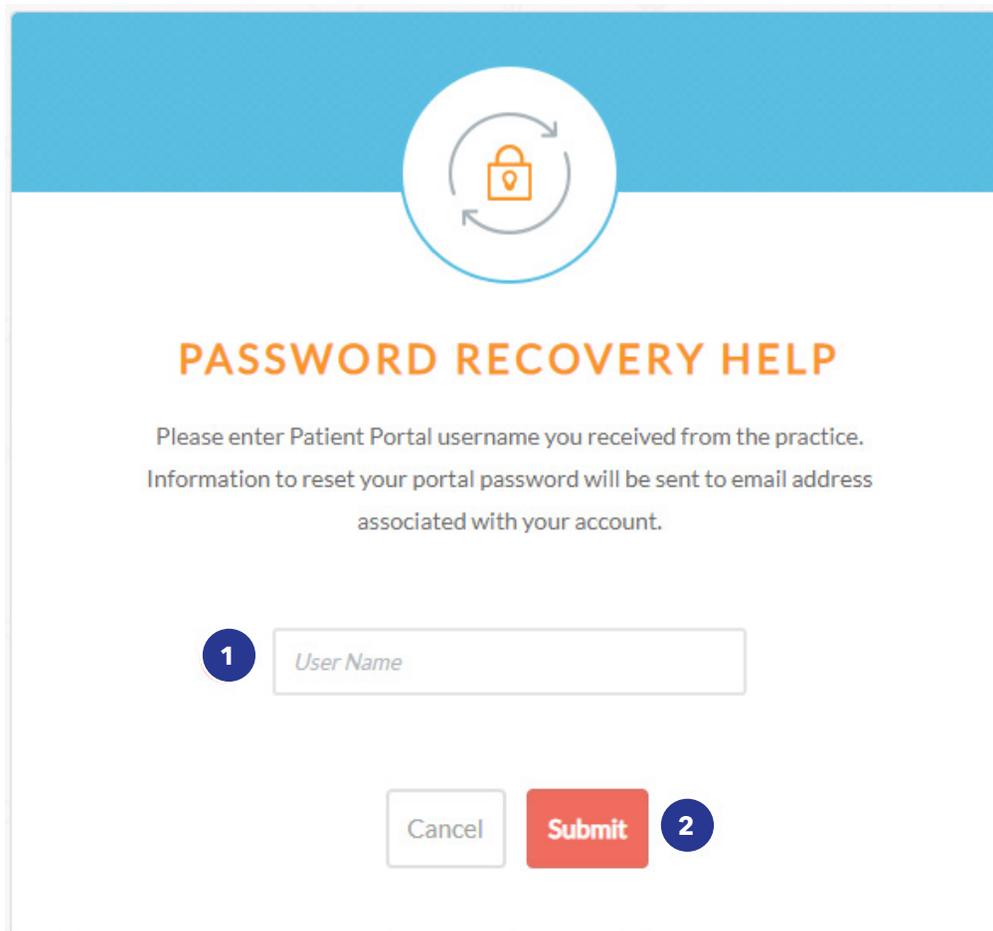
Cancel Next 4

## These next steps show how to reset your PASSWORD

1. After clicking "Forgot Password" you will be asked to enter your Username
2. If you know your Username\*, enter it in the box and click "Submit"

*If you don't know your Username, use the instruction on the previous page to reset it first, then come back here to reset your Password.*

Once logged in, please follow these instructions to access Telehealth Visits and Lab Results using the Desktop Patient Portal:  
**[www.whitman-walker.org/telehealth](http://www.whitman-walker.org/telehealth)**



**PASSWORD RECOVERY HELP**

Please enter Patient Portal username you received from the practice.  
Information to reset your portal password will be sent to email address associated with your account.

1

Cancel Submit 2



# Access Lab Results on the patient portal desktop

1. After logging in to the desktop Patient Portal, your home screen should display any recent labs and their results. Click "View All" to review additional labs

Result	Date
CoVID-19 Novel Cor... Positive	09/14/2020
CoVID-19 Novel Cor... Negative	09/14/2020
CoVID-19 Novel Cor... Positive	09/10/2020

- **Having trouble accessing your COVID labs in the Patient Portal?**  
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## Access Lab Results on the patient portal desktop

2. If for any reason your labs aren't displaying on the home screen, you may also click "Medical Records" on the left-side menu.
3. Then click "Lab/Diagnostic Reports"

The screenshot shows the Patient Portal interface. The left sidebar menu is open, with 'Medical Records' selected. A sub-menu is visible, and 'Lab/Diagnostic Reports' is highlighted. A blue circle with the number '2' is over the 'Medical Records' menu item, and a blue circle with the number '3' is over the 'Lab/Diagnostic Reports' sub-menu item. The main content area shows a welcome message, a 'TEST RESULTS' table, and a 'MEDICAL RECORDS' section with a 'Request PHR' button and a 'View Medical Records' button.

TEST RESULTS	View All
Health Record-Comp...	09/14/2020
Visit Summary/Visi...	09/14/2020
Current Medication	09/14/2020
Dental Treatment Plan	09/14/2020
Referrals	09/14/2020
Lab/Diagnostic Rep...	09/10/2020
Immunization Histor...	09/10/2020
Televisit Compatib...	

- **Having trouble accessing your COVID labs in the Patient Portal? Please call 202.797.4425.**



## Access Lab Results on the patient portal desktop

4. From here, click the lab test you would like to review the results for

YOUR LAB / DIAGNOSTIC REPORTS

Order Date	Name	Reason	Result
09/15/2020	CoVID-19 Novel Coronavirus, NAA		

Page 1 of 1 | View 1 - 3 of 3

- **Having trouble accessing your COVID labs in the Patient Portal?**  
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## Access Lab Results on the patient portal desktop

- Next, scroll down to see your results. For COVID-19 testing, results are either "Not Detected" or "Detected." When a result is "Not Detected" – this is a negative COVID test result. When a result is "Detected" – this is a positive COVID test result.

RESULT		
Patient [Redacted]		
DOB [Redacted]		
Address [Redacted], DC		
Phone [Redacted]		
Ordered Date 09/15/2020		
Test Name CoVID-19 Novel Coronavirus, NAA		
Assessments		
Name	Value	Reference Range
SARS-CoV-2, NAA	Not Detected	

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## Access Lab Results on the patient portal desktop

- Now that you have your test results, you can print them out by clicking the "Print" button on the top right of the page.

The screenshot shows a web browser window with the URL `mycw21.eclinicalweb.com/portal1565/jsp/jspnew/getLabDetails.jsp?encdata=encreqSubmit_2gMNUPgyc1%2BBZ%2BqFv`. The page header includes the Whitman-Walker Health logo and the name of the provider, Deborah Goldstein, MD, Internal Med/Infectious Disease. A sidebar on the left contains navigation links for My Account, Messages, Medical Records, Appointments, Questionnaires, Trackers, and Education. The main content area displays the lab results under a blue "RESULT" header. A red circle highlights a "Print" button in the top right corner of the page, with a blue circle containing the number "6" next to it.

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