

Dear Patient,

Because we always want to provide the best service possible for our patients we are implementing a lab test retrieval system (LabCalls) to provide you with the courtesy of a timely, efficient means of retrieving your lab test results. **This system will enable you to receive test results at your convenience.**

You will no longer receive your notification via the mail. We believe this system is the most accurate and effective way for you to receive confidential information in a timelier manner.

This is how LabCalls works:

When your doctor orders lab work, you will receive a card with your Unique ID (your social security number) and PIN (your date of birth), a designated LabCalls phone number and a web address. You may also access the test result web site via our website at www.wcspc.com The card will have a date when you can retrieve your lab results. To retrieve your results, call the number given or log on to the website. Enter your ID and PIN and listen to your message regarding your test results. **When accessing your lab results via the website please enter 18669281733 for the Client ID #.** LabCalls will document and confirm that your test results were retrieved. **With LabCalls you can retrieve your test results at your convenience 24hours a day 7 days a week.**

Because your lab work, pap smear, mammogram and ultrasound are sent to outside sources for processing and reading, we do not receive all of your test results at the same time. So that you do not have to call LabCalls several different times we will release your test results to you after **all** results have been received that were ordered for the day.

Example: If a mammogram, cholesterol and pap smear are done at the time of your visit, you will be able to access the results via LabCalls once all results have been received in our office. **The time frame for this would be 15 working days.**

Please make sure that you are not trying to access your results prior to the date given. If you can not access them, they are not complete. Please do not call the office for your test results at this time. If you are not able to access the results within a few days after the date given then please call our office.

The following is an average of how long it takes us to receive test that are ordered by your doctor. Some results may take longer depending on the test.

Pap Smear	14 working days
Mammogram	15 working days
Ultrasounds	15 working days
Blood Work	7 working days

We thank you for your positive response to this enhancement that allows us to serve you more efficiently.

Women's Care Specialists PC