

Wellnow Clinical Lab Patient Portal Instructions

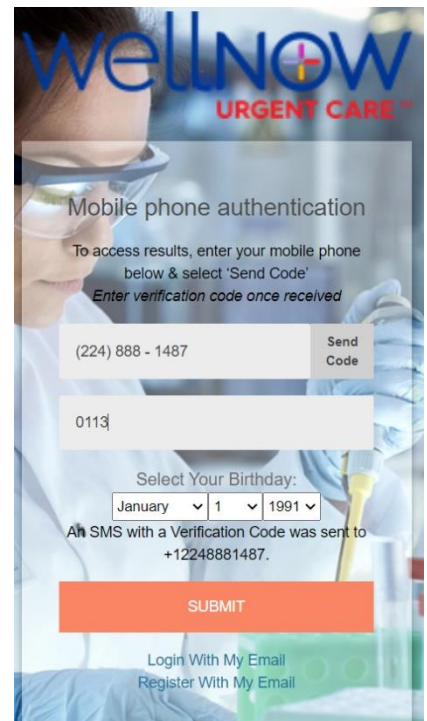
For information on Same Day and Next-Day PCR Results, go to <https://www.wellnow.com/pcr-results/>.

Accessing Lab Status and Results via Text

1. Upon completion of your test, you will receive a text:

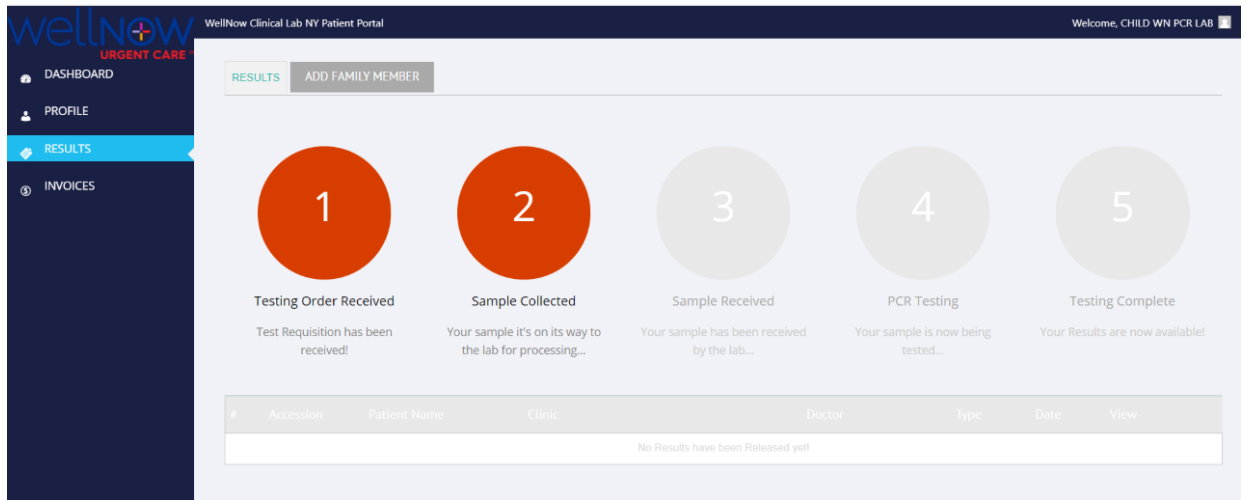
Thank you John Doe and welcome to Wellnow Clinical Lab NY - Your Lab order (Patient Code) is WNY1234567. You can monitor the status of your order here: <https://mylabsny.wellnow.com>

2. It is encouraged to login to the Patient Portal immediately to ensure you can access when your results are ready.
3. Go to the link provided in your text:
 - a. For NY Patients: <https://mylabsny.wellnow.com>
 - b. For OH Patients: <https://mylabsoh.wellnow.com>
4. Enter your cell phone # provided during registration/check in and click send code.
 - a. On your first time accessing the patient portal, you will be prompted to enter your Date of Birth to validate your identity.
 - i. If you registered multiple family members under the same cell phone #, you may have to try each Date of Birth until you identify the one associated to the primary patient.
 - b. Enter the One-Time Passcode (OTP) you received by text and click Submit. (This will be a 4-digit code not the Lab order / Patient Code received in your initial text)



The screenshot shows a mobile phone authentication interface for Wellnow Urgent Care. At the top, the Wellnow logo and 'URGENT CARE' are visible. The main heading is 'Mobile phone authentication'. Below this, instructions state: 'To access results, enter your mobile phone below & select 'Send Code'. Enter verification code once received'. There are two input fields: the first contains '(224) 888 - 1487' and has a 'Send Code' button to its right; the second is empty and contains '0113'. Below the input fields, it says 'Select Your Birthday:' followed by two dropdown menus showing 'January' and '1', and another dropdown menu showing '1991'. A message below the birthday selection reads: 'An SMS with a Verification Code was sent to +12248881487.'. At the bottom, there is a large orange 'SUBMIT' button. Below the submit button, there are two links: 'Login With My Email' and 'Register With My Email'.

5. Upon successful login, you will see the results page of the patient portal and it will show you what status your lab order is in.



6. If you are the only patient being tested under this cell phone #, you are now ready to login and view results when you receive the text notifying you that your results are ready.

- a. If additional family members are registered under the same cell phone #, please refer to these [instructions for Adding Family Members](#).

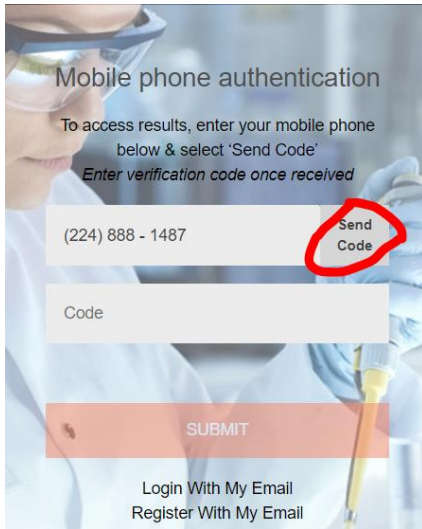
7. When your results are ready you will receive a text that looks like this:

John Doe your Test Results are now available! Your Patient Code is W1234567. Please visit: <https://mylabsny.wellnow.com> and login to access your results.

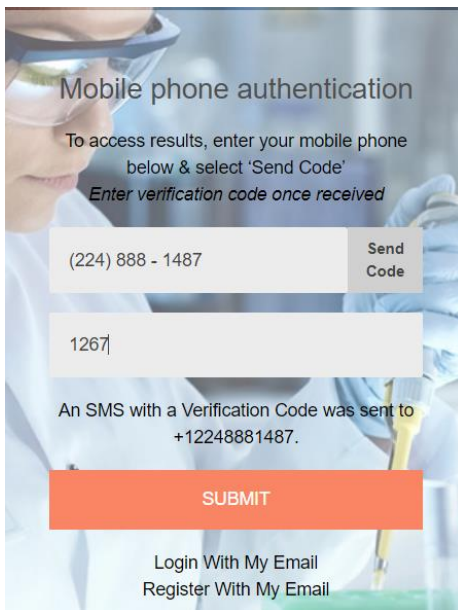
8. Go to the link provided in your text:

- a. For NY Patients: <https://mylabsny.wellnow.com>
b. For OH Patients: <https://mylabsoh.wellnow.com>

9. Enter your cell phone # provided during registration/check in and click send code.



10. Then enter your 4-digit One-Time Passcode (OTP) that you receive by text and click Submit.

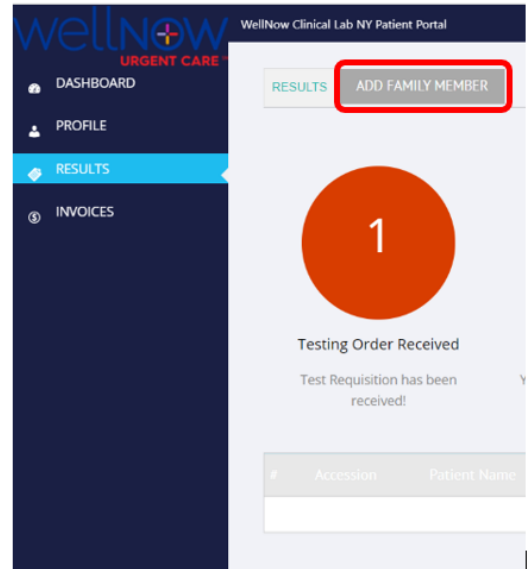


11. You are now in the patient portal and can access your results. Click View PDF to see your results and print or save a copy for your records.

#	Accession	Patient Name	Clinic	Doctor	Type	Date	View
1	WNY1234567	DOE, JOHN	Geneva	DOCTOR, JOHN	PCR	2021-08-04	View PDF

Adding Family Members

1. Once you have successfully signed into the patient portal as the primary family member, you can click the **Add Family Member** button to add additional family members to your patient portal.



2. To add a family member, you will need to complete the fields below and click Submit. The Patient Code or Accession Code will be found in the text message received for this family member. Their specific text can be identified as it will state their name.

Add Family Member ✕

First Name
Parent 🗑️

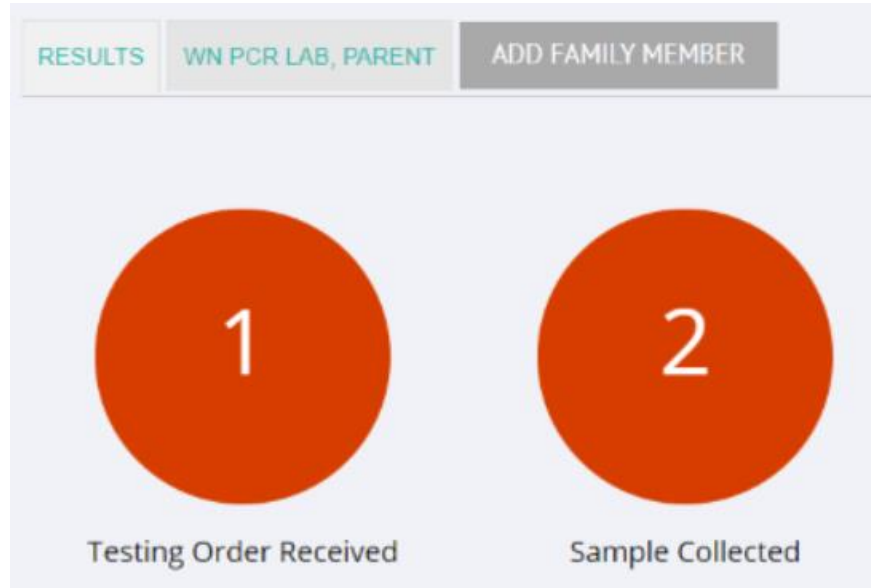
Last Name
WN PCR Lab

Birthday
January 1 1991

Patient Code or Accession Code
WNY01334251

Submit

3. An additional tab will be added to the patient portal for each additional family member that you add. The results tab is for the primary account holder the patient portal is registered under, while each additional family member will have a tab with their own name as they are added



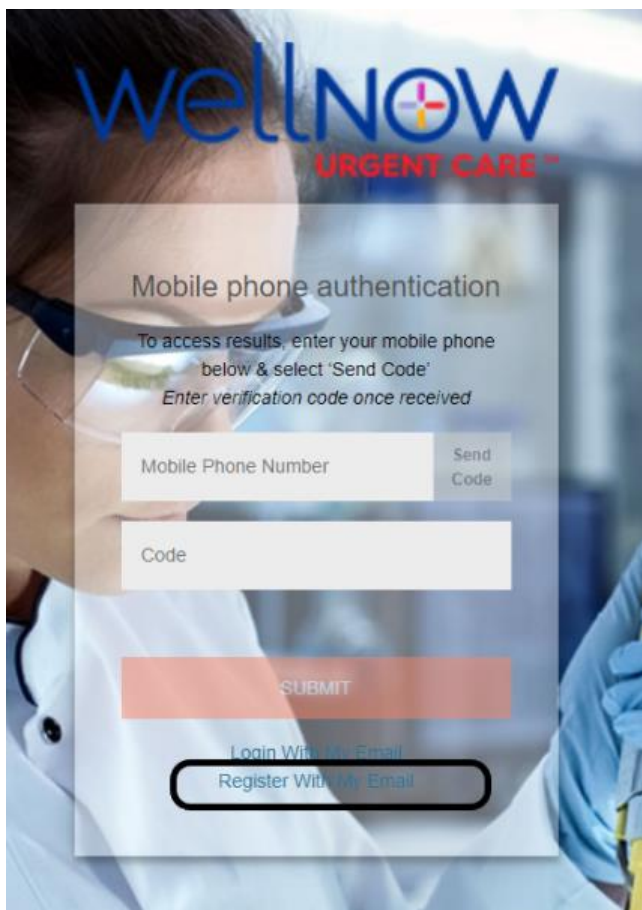
Email Access to Patient Portal

To register your Email for access to the WellNow PCR Lab patient portal, first contact the clinic that performed your test so they can ensure your email has been added to your profile.

Then go to:

- For NY Patients: <https://mylabsny.wellnow.com>
- For OH Patients: <https://mylabsoh.wellnow.com>

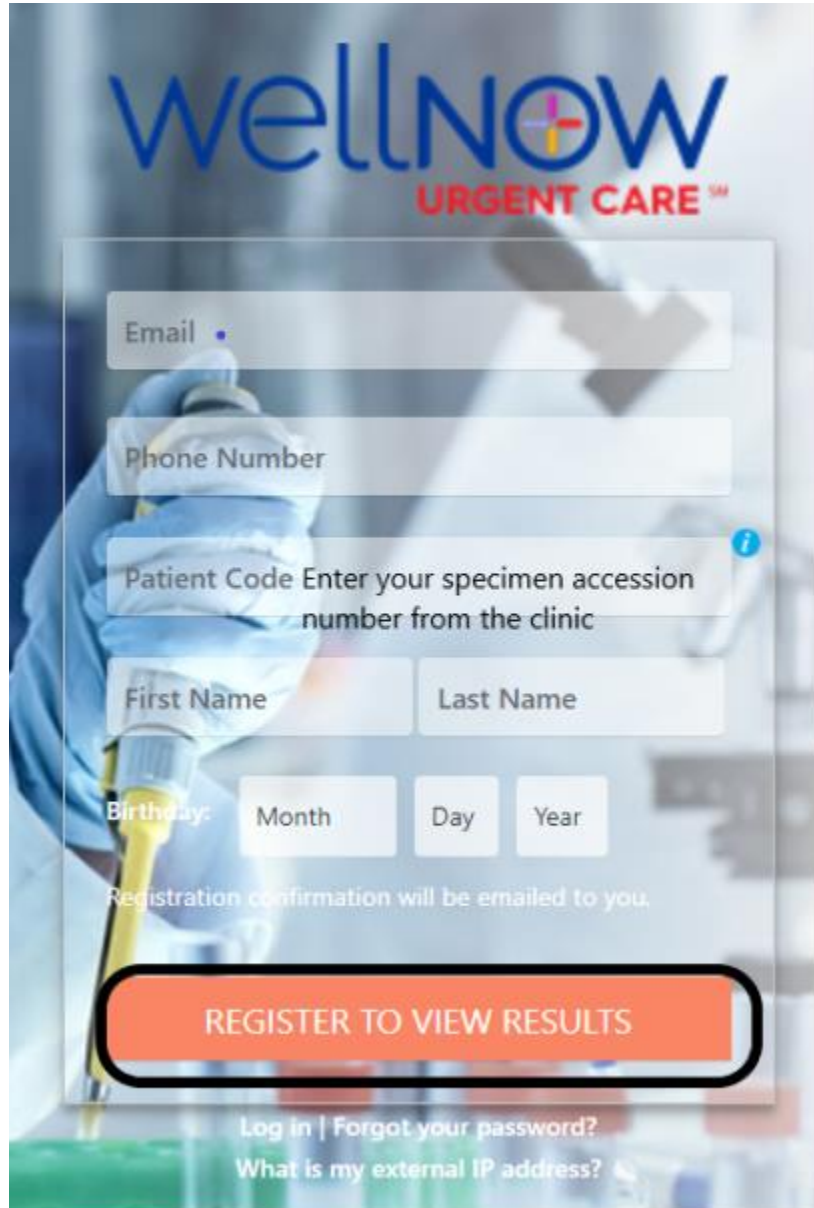
1. Click on “Register with My Email”



The image shows a screenshot of a mobile phone authentication form overlaid on a background image of a healthcare worker in a white lab coat and blue gloves. The form is titled "wellnow URGENT CARE™" at the top. Below the title, the text reads "Mobile phone authentication". Underneath, it says "To access results, enter your mobile phone below & select 'Send Code'" and "Enter verification code once received". There are two input fields: "Mobile Phone Number" and "Code". To the right of the "Mobile Phone Number" field is a "Send Code" button. Below the "Code" field is a large orange "SUBMIT" button. At the bottom of the form, there are two links: "Login With My Email" and "Register With My Email", with the latter link circled in black.

2. Enter your information (email, phone number, Patient code = accession number from the clinic or text, first name, last name, and birthday) and click on “Register to View Results”.

- The Patient Code is the specimen accession number, if you did not get this number at the time of your visit or via text notification – please contact the clinic.



The image shows a registration form for WellNow Urgent Care. The form is overlaid on a background image of a person in a lab coat using a pipette. The form includes the following fields and elements:

- wellnow URGENT CARE™** logo at the top.
- Email** input field.
- Phone Number** input field.
- Patient Code** input field with a blue information icon (i) to its right. Below the field, it says "Enter your specimen accession number from the clinic".
- First Name** and **Last Name** input fields.
- Birthday:** Three input fields for **Month**, **Day**, and **Year**.
- A note: "Registration confirmation will be emailed to you."
- A large orange button with a black border that says **REGISTER TO VIEW RESULTS**.
- At the bottom, there are links: "Log in | Forgot your password?" and "What is my external IP address?".

3. You will receive an email from “WellNow Clinical Lab Patient Portal-Covid Testing”:

- Click on the link in the email
- Enter your new password (you create the password and type it in) or generate one and click on “Save Password”

wellnow
URGENT CARESM

Mobile phone authentication

Enter your new password below or generate one.

NEW PASSWORD

Strong

Hint: The password should be at least twelve characters long. To make it stronger, use upper and lower case letters, numbers, and symbols like ! * ? \$ % ^ & ;.

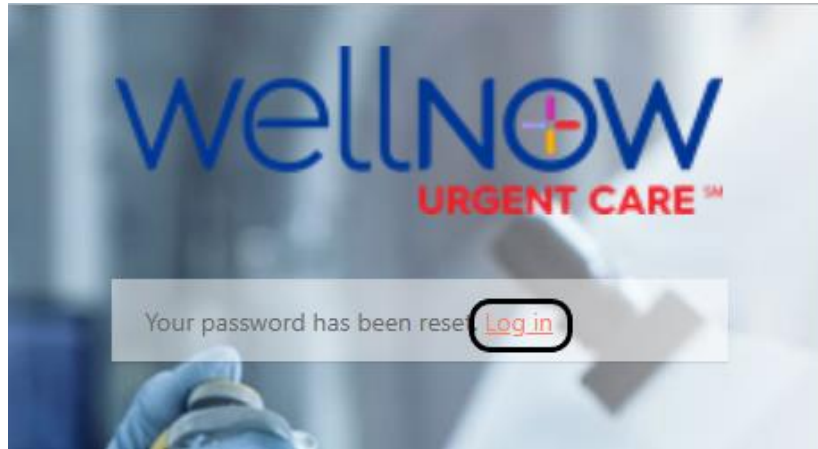
Generate Password

SAVE PASSWORD

Log in

What is my external IP address?

4. Click “Log in”



5. Enter email and the password that you created in step 3. Click on “View My Test Results”.

