

MyChart Cottage Health / Pacific Diagnostic Laboratories

Patient Portal Update

May 8, 2024



Effective May 14, 2024, Pacific Diagnostic Laboratories (PDL) in coordination with Cottage Health, will load historical laboratory results into the MyChart patient portal. This aligns with Federal and State requirements for Patient Access to Health Records.

MyChart Cottage Health / Pacific Diagnostic Laboratories

Automatic Release

Test results will automatically be released to MyChart when finalized except for excluded test result(s).

Excluded Test Result(s)

Test result(s) excluded have been identified by 1) Federal and State legislation, and 2) Cottage Health policies for sensitive tests as defined by Cottage Health Medical Executive Committee.

MyChart Manual Release:

Release of excluded results to MyChart can be done by the provider for adults from the Cottage Health Epic Electronic Medical Record (CottageOne). For minors, the manual release functionality is not allowed.

MyChart	ADULT	MINOR
EXCLUDED Test Result(s)	<ul style="list-style-type: none"> • Abnormal Pap smears • Anatomic Pathology results (e.g.: tissue exam, bone marrow analysis, non-gynecologic cytology) • Positive Antigens indicating a Hepatitis Infection • Positive Drugs of Abuse • Positive or reactive result for the following: <ul style="list-style-type: none"> ○ Chlamydia trichomonas (CT) ○ Herpes Simplex Virus (HSV) ○ Human Immunodeficiency Virus (HIV)[†] ○ Human Papilloma Virus (HPV) ○ Neisseria gonorrhoea (GC) ○ Syphilis (Treponema pallidum)[†] • Tumor markers: <ul style="list-style-type: none"> ○ Alpha Fetoprotein (AFP) ○ B-HCG, Quantitative ○ Tumor Necrosis Factor-Alpha, highly Sensitive 	<ul style="list-style-type: none"> • Adult excluded test list <ul style="list-style-type: none"> ○ All results held (negative and positive) ○ Exception: Normal Pap smear results are released <p>AND</p> <ul style="list-style-type: none"> • Pregnancy test results
MANUAL RELEASE*	Allowed	Not Allowed

* Provider may manually release from Cottage Health Epic (CottageOne) to post to patient MyChart.

[†] HIV and Syphilis test algorithm: If initial test is reactive, all tests in the algorithm will be excluded from release to MyChart regardless of the final interpretation of the algorithm.

FOR MORE INFORMATION PLEASE CONTACT PDL CLIENT SERVICES AT 805-879-8100

MyChart Cottage Health / Pacific Diagnostic Laboratories

Patient Portal Update

May 8, 2024



FREQUENTLY ASKED QUESTIONS (FAQ)

Can PDL delay release of clinical laboratory results to the patient portal?

No. State and Federal regulations indicate that patients have the right to access their test results. There are exclusions outlined in the legislation.

Does PDL inform the patient that it may take a few days for a provider to review results?

Yes. The following information is displayed in the MyChart application when the patient accesses results.

Test Results

You may see results before your provider has had time to review them. Please allow your provider a few days to review.

Additionally, Cottage Health includes the MyChart release policy for our organization.

Cottage Health MyChart Result Release Policy

All lab results released into MyChart follow Cottage Health and Pacific Diagnostic Laboratories policies as well as state and federal laws.

- Most labs release to Cottage MyChart immediately.
- Imaging results will take five days. Only the radiologist notes (narrative portion) of imaging results are released. If you need access to the images themselves, please contact Health Information Management at 805-569-7306.
- For tests involving certain types of sensitive information—such as pathology tests, genetic tests, drug tests, and tests for sexually transmitted infections—results may not be released automatically. These test results can be requested via Medical Record Request in MyChart. You may also call Health Information Management at 805-569-7306 or contact your health care provider.

If you have any questions, ask your health care provider.

What is the difference between MyChart offered by different organizations?

Each organization sets up the MyChart patient portal to align with their policies and procedures. Therefore, variations between organizations can exist.

If a test is not available in MyChart, how can a patient access their laboratory results?

Patients can obtain test results not available in MyChart by:

- 1) contacting their provider, or
- 2) requesting through the [Medical Record Request](#) in MyChart, or
- 3) calling Cottage Health Information Management at 805-569-7306.

FOR MORE INFORMATION PLEASE CONTACT PDL CLIENT SERVICES AT 805-879-8100