



SecuReach System: Test Results

Our practice is committed to providing your test results in a secure and timely manner. For this reason we are implementing the SecuReach System. When your results are received, we will leave a message in your private individual voicemail box. The SecuReach System will leave a general message, by either phone or email, to inform you that your test results are available. Simply call the toll free number on the card and follow the prompts as instructed below. **Please do not throw this card away:** it will be used for all further tests. You will also be automatically receiving normal appointment reminders by phone and/or email.

In our office, or in any office, you should make sure that you obtain results on every test you have done. Never assume "no news is good news." If you do not receive the results in a reasonable amount of time, please call us. The new privacy laws restrict us from giving the actual results to anyone but you and we are unable to leave results on answering machines. With SecuReach, only you have the pin number to obtain the results. The system is simple to use, timely, and eliminates phone tag. If you have any questions please contact SecuReach Systems, Inc. at (800) 760-9585 or call our staff at (803) 732-4608.

If for any reason, you do not wish to participate with SecuReach, please notify us.

Retrieving Results

1. Dial patient result hotline number located on the front of your card (866) 224-7705
2. Enter box number located on the front of your card
3. Press the pound (#) sign
4. Enter pin number located on the front of your card
5. Press the pound (#) sign
6. To listen to new messages press one (1)
7. To listen to saved messages press two (2)
8. After you have listened to your message you may:
 - Press one (1) to replay
 - Press two (2) to save for 5 days
 - Press three (3) to delete
9. If you get disconnected your message will remain as a new message