



# Alverno Patient Portal Website FAQs



2020

## How do I sign up for an account?

Text the keyword “**ALVERNO**” to **66439** or go to **alverno.luminatehealth.com** and follow the prompts to create an account.

## Why can't I login to my account and how do I reset my username/password?

If you're having trouble logging into your account, please make sure there are no typos in your login information. If you have forgotten your username/password, go to **alverno.luminatehealth.com** and click on the “*Forgot your username?*” or the “*Forgot your password?*” link.

## How long after my specimen is collected do I have to wait in order to see my results in my account?

Depending on your lab or physician, this can vary. Once you've had your blood drawn or other sample collected, the lab will analyze the sample and send the results to your physician. Each lab and physician office determines how much time is needed to review results before they are released to the patient. After results are processed, availability will be as follows for testing:

- Common Clinical Testing: 1 business day
- Complex Testing (i.e. Anatomic Pathology): 7 business days

Please note results can take up to two weeks depending on the test that was done. Once your results are released, we will send you an email as soon as your results are available.

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## If I have questions or concerns about my lab results, whom do I contact?

After reviewing your results, if you have questions or concerns about your lab results, you should contact your physician for more information.

## If I have questions or concerns about my account, whom do I contact?

If you have questions or concerns about your account, you can select *Contact Us* from the drop-down menu under your name in the blue header at the top of the page. Here, you can contact us by calling us at **1-800-937-5521** or emailing us at [support@alver nolabs.com](mailto:support@alver nolabs.com).

## Is all of my health information and data secure within my account?

Yes, your health information and data are secure within your account. We have taken the strictest security measures and follow all HIPAA guidelines to ensure that your health information and data is secure and private.

## Where can I find out more about the technology that protects my health information and data?

You can find out more via:

- [Privacy Policy](#)
- [Terms of Use](#)

## Which tests or what type of test results can I see in my account?

Your account allows you to see most of your blood and urine lab tests in the enhanced views on the *Trends*, *Get Smart*, and *My Labs* pages. You can view the results for all of your lab tests in their original lab reports by going to the *My Labs* tab at the top of the page. Once you are in *My Labs*, you can click on the *Result Options Menu* at the upper right-hand side of the page. From the drop down, click on *View Lab Reports*. Here, you will see your lab reports arranged by date, with your most recent lab report appearing at the top. You can click on the calendar icon at the left of each lab report listing to open a PDF view of your original lab report.