Bach & Godofsky

As a courtesy to our Patients and to improve the speed and quality of our testing process, our office uses **ResultsCall™** to deliver your confidential Test Results.

Once your results are reviewed, our system will notify you that your test results are available for retrieval. At that time you <u>do</u> <u>not</u> need to call our office to pick up the results of your tests; simply follow the instructions below to access your test results any time of the day or night.

To Access Your Test Results by Phone:
1. *Dial* the **ResultsCall™** toll-free access number: (855)313-5164
2. Enter your 5-13 numeric digit PIN (This is the number listed below, OR the PIN you created while registering for the Patient Portal)
3. When prompted for your four-digit date of birth, enter two digits for the month and two digits for the day. (Example: September 4th would be entered 0904)
4. When prompted for your phone number, enter your 10 digit telephone number, which includes your area code. This should be the same number we used to notify you that your results are ready for retrieval.
5. If you have tried to retrieve your test results before being notified by **ResultsCall™** and the system does not recognize your PIN or other personal identifier numbers, this means your test results are not ready for retrieval. Please try calling a bit later.

Retrieving your results via the Internet:
Go to our website at www.bachandgodofsky.com to log on/ register for the Patient Portal

To register:
1) Select "create account" on the Patient Portal homepage
2) Enter your first and last name
3) Enter your email address
4) Enter your 10-digit telephone number, which includes your area code. This should be the same number we used to notify you that your results are ready for retrieval.
5) Enter your gender
6) Enter your eight-digit date of birth, using two digits for the month, two digits for the day, and four digits for the year. (Example: September 4th, 1980 would be entered 09/04/1980)
7) Type in the security words if required
8) Click the Continue button and proceed as directed.

Your Test Results will be available as a message on your Portal Welcome screen, as well as within the Lab Results section of My Profile: Health → Labs/Imaging

We hope you will find this new system helpful. If you encounter any problems with the system, please call our office at (941) 746-2711.

Thank you!