

## **PMH Testing Q & A**

**Q: I never received an access code for my child's Covid results, what should I do?**

A: Go to <https://pmh.labsvc.net/patientportal/> and click "I Do Not have an Access Code". Then enter the email address you provided to PMH Labs.

**Q: I worry that my poor handwriting will cause my email address to not be inputted correctly, what should I do?**

A: Feel free to type and print your [Patient Test Request Form](#).

**Q: I never received an access code for my child's Covid results, and have already tried to obtain results without an access code by using my child's name and DOB, what next?**

A: Please wait. Your results have not yet been processed by the lab. If your results take longer than 72 hours to post please reach out to Jennifer for follow up. (Friday shipments may take longer due to weekend delays.)

**Q: What do I need to return with each test?**

A: The only paperwork required to process your child's test is the [Patient Test Request Form](#). You will be asked to return a copy of your insurance the first time you test and you will be asked to make a ["drop off appointment" for subsequent tests](#).

**Q: If I am waiting for Routine Testing results does my child need to stay home?**

A: No. All In-person students should be routine tested at least **twice per month**. If your child has no symptoms of illness and if your child is not isolating due to travel they are welcome at school before the routine test results have been posted.