Maximus Call Center Script: Directing Patients to Lab Patient Portals

Q: Where/How do I obtain my COVID-19 test results?

A (LabCorp): Your COVID-19 sample was processed by LabCorp. To access your results, you can go to www.labcorp.com/results. Once you arrive at this website, you can Register for an account, or, if you already have an account with LabCorp, you can simply Sign In.

A (Quest): Your COVID-19 sample was processed by Quest Diagnostics. To access your test results, you can go to www.MyQuestdiagnostics.com. Once you arrive at this website, you can Create an Account, or, if you already have an account with Quest Diagnostics, you can simply Sign In.

Q: What information do I need to Create an Account?

A (LabCorp): You will need to enter the following information to create an account:
- First Name, Last Name
- Gender
- DOB
- Address (Street, City, State, Zip Code)
- Phone Number
- Email Address
- SSN

A (Quest): You will need to enter the following information to create an account:
- Full Name
- DOB
- Full Address (including city, state, zip code)
- Phone Number (10-digit)

Q: What information do I need to Sign Into an existing account?

A (LabCorp): You will need to enter the following information to sign into an existing account: your email and the password you created.

A (Quest): You will need to enter the following information to sign into an existing account: the username and password you created.

Q: When will my results be available?

A (LabCorp): Your results will be available on the LabCorp patient portal 2 business days after your results are in.

A (Quest): Your results will be available on the Quest patient portal 48 hours after your results are in.