

Exam Results - Now that the images have been taken ... what's next?

DOCTORS Imaging prioritizes getting your results where they need to go quickly. For almost all exams, one of our board-certified radiologists will interpret your test images and issue a report on the same day as your exam. Once the report is completed and signed by the radiologist, it is automatically sent via FAX or by secure digital connection to the physician who referred you for the procedure.

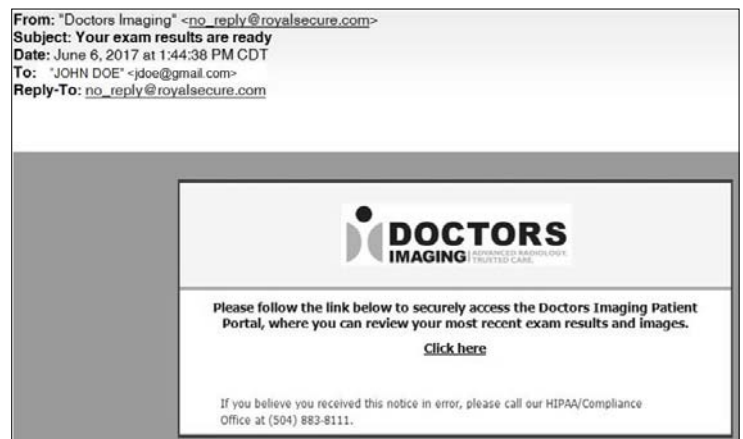
What is the easiest way to obtain your exam results?

Introduced in the Spring 2017, the **Doctors Imaging Patient Portal** puts access to your exam results under YOUR control. As part of our focus on providing excellent customer service, this easy access you have to your own medical record is provided at no additional cost. The portal provides you with the ability to do the following actions on your own from your computer, smart phone or tablet.

- view, print, and download your exam reports
- view your exam images (for most exams)
- share your exam reports and images

Patient portal access is only available if we have a valid email address for you in our system.

If you provided us with your email address at check-in (or let us verify your email address that we already have), you will automatically receive an email 2-3 business days after your exam that announces your results are ready and invites you to view them via the patient portal. See to the right for an example of the email content. If you did not receive the email, please turn to the back of this page for further guidance.



Do you need assistance with the Patient Portal?

If you are having problems with the patient portal, please call us at (504) 883-8111 or email us at info@doctorsimaging.com. We will be happy to assist you. That being said, please be aware that our patient portal is new and we are not IT professionals. It may take us a day or two to resolve your issue if it is on our end. If the problem is on your end, you may need to seek assistance from your IT professional or internet service provider.

How to obtain exam results without the patient portal?

- If you are not using the patient portal, your first effort should be to call the doctor that referred you to Doctors Imaging. Your physician's office will receive a copy of the report within minutes after it is signed by the radiologist.
- We can produce a disc (DVD) with images for you once your exam is completed. We can also print the exam report for you once the radiologist has signed it. These items are available free of charge for pickup during business hours. We can also send them to you via US Mail at no charge.



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If you did not receive the email that announces your results are ready and invites you to view them via the patient portal it is likely due to one of the following reasons:

- **There is a problem with the email address.** Perhaps we do not have your email address, entered your email address incorrectly or your email address is already being used by another patient in our system, most likely one of your family members.
- **There was a delay in processing results.** Sometimes the radiologist is delayed in interpreting the exam as some specialty exams require extra time to complete. Also, some exams interpretations are delayed when other facilities take longer than expected to deliver us your historical studies that we will compare to your exam performed today.
- **The portal has a two business day delay for patient access to results.** This allows your physician adequate time to review the results and determine his or her preference for when to discuss your exam results with you. If you had your exam at the end of the week, please account for the weekend in your expectation of when the results will be posted on the portal and available to you.
- **The email is being blocked by your system or some other technical issue.** Check your junk mail folder or contact your IT professional or email service provider.