

## **Patient Portal- Frequently Asked Questions**

### ❖ How do I register?

To register for a COVID Test, go to our Patient Portal website @ <https://life.gettested.me/> and click on "Sign In/Sign up." A link is also located on our website at [www.lifehopelabs.com](http://www.lifehopelabs.com) upper right corner select lab portal then patient portal.

- First Time logging in - create a username and password to create your patient portal.
- Existing users, simply Login.
- You will be directed straight to the test registration page OR click the top area where it says "Schedule Test."
- Select the test type, select a date, time, and complete the registration process!

### ❖ Do I need to register every time I need a COVID test?

- Yes, you will need to complete the registration process for every covid test that you need administered.

### ❖ What are the payment methods?

- We accept insurance.
- Online Credit/Debit/PayPal payments.
- Cash payments are accepted On Site.

### ❖ How much is a Covid Test?

- The cost of the test is \$100 (results within 24 hours)
- There is an additional \$150 charge for a STAT (results within 8-12 hours). Insurance does not cover the cost of the STAT processing fee.

### ❖ Do you take my insurance?

- We are currently accepting all insurance companies.
- Please make sure your insurance is valid and ensure the policy and group number you submit is entered correctly.
- If you select insurance as a form of payment, you will be required to upload a picture of the front and back of your insurance card to finalize your registration.

### ❖ How do I get my Results?

- Once your results are ready you will receive an email notification.
- You will then be directed to log in with the username and password you created during registration.
- You can also check the status of your results by logging in at any time and click where it says, "Test Results."

### ❖ How do I reset my password?

- To reset your password, go to the log in page and you can click on "Reset My Password."
- You will then enter the email associated with your account, and a password reset code will be sent to your email.
- Once you have received the code you will go back to the portal and enter the code and create your new password.

### ❖ How do I request a refund?

- Please send an email to [Support@lifehopelabs.com](mailto:Support@lifehopelabs.com). We will investigate the situation and issue a refund if necessary.

- ❖ Is this drive-through testing?
  - Yes, you will not need to leave your vehicle.
- ❖ What is a good email and phone number to contact?
  - If you need further assistance, please send an email to [Support@lifehopelabs.com](mailto:Support@lifehopelabs.com) or contact us on (404) 891-0121 and someone will be able to provide immediate assistance.
- ❖ How do I register and pay for my children?
  - Once you have created a Patient portal you can register multiple people under the one portal. However, you would have to complete the entire registration process for each person individually that needs a COVID test administered. Online payment will require each registration to pay individually.
- ❖ If I require testing for overseas travel, will my passport information be on the final report?
  - If you would like your passport number to be included in your report. Please email [Support@lifehopelabs.com](mailto:Support@lifehopelabs.com), they will send a request to add this information to your report. You can also request this at the time of collection, let the technician administering the test know you would like your passport number to be included in your report.
- ❖ Do you have other testing locations?
  - We currently have only one location; 5009 Roswell Rd, Sandy Springs, GA 30342.