**WHAT HAPPENS WITH MY RESULTS?**

**If your GP/Doctor orders blood, radiology or other tests during your consultation**, they will usually tell you how long you can expect it to take for the test results to be received by our Practice, which will vary depending on the type of tests ordered.

As a general guide\*:

* **Most radiology reports are sent to us within *7 days\*\**;**
* **Some blood test results are sent to us within *48 hours*, however some test may take up to fourteen days;**
* **Urine test results are usually sent to us within *5 working days*;**
* **Faeces test results are usually sent to us within *7 working days*;**
* **Flu swab results are usually sent to us within *7 working days*, but they can take *a few days* longer during peak flu;**
* **Fungal analysis results usually take one-two weeks for a preliminary result, and *4 weeks for the final result*.**
* **Histology or skin biopsies are usually sent to us within *2 weeks*.**

\**Wunan Health has no control on how long it takes for the results to return back to us, so please take note of normal wait times (even if the pathology/radiology person taking or performing the test indicates a shorter period, as they are often unaware of the steps involved in results being reported and sent by the testing company and then being received and reviewed by our clinic).*

*\*\* However some may be sooner*

**Once your test results are received by our Practice**, they will be reviewed by the GP that referred you for the test (or another GP if the referring GP is on leave). This will take 24 hours given our GPs are seeing patients throughout the day, and it may take a day or so if the referring GP doesn’t work every day. However, if anything urgent arises in the results, the result will be flagged by the testing company so that one of our GPs knows to review them and we will contact you as soon as necessary.

**HOW WILL I BE CONTACTED ABOUT RESULTS?**

**When your tests reveal an abnormality that requires a discussion with the referring GP**, we will send you an text message to let you know that you need to book a follow-up **non-urgent** appointment (unless you do not have a mobile phone or you ask us to not send you messages by text message, in which case we will call you instead), or your GP will call you directly. If we don’t hear from you, we’ll continue to chase you up, either by text message or phone call, and we may try to contact your emergency contact or another family member to check we have the correct contact details and/or to see if they can reach you. We may eventually send you a letter to the email address and/or postal address you have registered with us if we cannot get through to you. **Usual follow up timeframe for non-urgent appointment is to be seen within 8 weeks.**

**If the tests reveal an urgent abnormality**, our nurse or reception staff will call you as soon as possible to book an appointment with a GP to discuss the results, or your GP will call you directly. If we cannot get in contact with you, we will keep trying to call, and we might also Text message you and/or also leave a voicemail. If we still cannot get in contact with you, if required we will try to contact your emergency contact or another family member to check we have the correct contact details and/or to see if they can reach you, and/or email you.

**If the results do not show anything that is concerning to the referring GP**, you will not normally be contacted. However, you are welcome to call Wunan Health and ask reception to organise a call from the nurse. If you are still suffering from symptoms or you have concerns about the results, you can book an appointment to discuss with the GP.

**If you don’t hear from us within the expected time frame for the result**, it is likely that the result has either been marked as Normal/No action by your GP/Doctor, or the results has not yet been received by the clinic. You are welcome to call and ask for a nurse to check your results status.

**HOW DO I OBTAIN A COPY OF MY TEST RESULTS?**

If you would like a copy of your test results, please request a copy at your follow-up GP/ Doctor appointment. If you have been advised that you aren’t required to attend a follow-up appointment, you can book a nurse phone appointment and request a printed copy of your results. Alternatively you can access your results on your My Health Record, as well as via the My Health app.\*

\**Note that for radiology results, we can only provide a copy of the radiologist’s report - we are unable to provide you with the images. Please contact the radiology provider if you require a copy of images.*

**MORE INFORMATION ABOUT TESTS**

The reception staff are **NOT** able to discuss **ANY** results with you. There are also specific tests and results that our nurses also can’t discuss with you over the phone particularly where the GP has flagged the matter as something that needs to be discussed with them in a consultation.

Our GPs are not able to take phone calls from patients regarding test results (as they are busy seeing patients throughout the day), so you will need to [**book an appointment with a GP**](https://www.northbrightonmedical.com.au/book-online) if you want to discuss your test result. In most cases, your follow-up appointment can be a [**Phone Consultation**](https://www.northbrightonmedical.com.au/phone-consultations)**.**

**Contact reception if you have any questions: 08 9168 1001**