



HOT SPRINGS HEALTH PROGRAM

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On April 5, 2021, the 21st Century Cures Act began requiring healthcare providers to give patients access to all health information without delay. This means that Patient Portal users are now able to see all of their lab, pathology, and imaging results as soon as they become available – often before your healthcare provider has the chance to see them. Previously, your healthcare provider would review results before they would be released to you through the Patient Portal.

While some people are happy to see results immediately, others may be uncomfortable or anxious seeing results before a provider can interpret and explain them.

Here are some considerations when looking at results in your Patient Portal:

- Be aware that you may see results that are difficult to understand or indicative of serious illness. For that reason, you may want to wait to learn your results until your provider contacts you.
- If you are concerned about test results, consider NOT looking at your Patient Portal on a Friday. It can be frustrating to view results on a Friday afternoon because you will likely not be able to contact your provider with questions until Monday. This can make for a weekend filled with anxiety.
- Be aware that not all results marked as “abnormal” are of clinical concern.

The new law is all about ensuring that patients have timely access to their medical results. While this is positive, you may want to be thoughtful about when you access those results in your Patient Portal.