

Lab Results & Follow-Up Guide

What to expect after labs, how results are reviewed, and when follow-up is needed.

Wondering what happens after your labs are drawn? Here's how results work at EVI Primary Care, what the numbers mean, and when you'll hear from us — so you're never left wondering.

1 What to expect — your results timeline

1 Right after your labs

Most blood work is sent to an outside lab. Some quick tests can be done in our office. You don't need to do anything until results come back.

2 Within 1–3 business days for routine tests

Most routine results (blood counts, basic metabolic panels, cholesterol) come back within 1–3 business days. Some specialized tests, cultures, and pathology may take 5–10 days or longer.

3 Your provider reviews results before they're released

Every lab result is reviewed by your clinician before it's posted to your portal. We add context, flag anything that needs follow-up, and decide on next steps.

4 You'll hear from us — even if everything is normal

Normal results will be released to your portal with a brief note. If anything needs discussion, the care team will reach out by phone, text, or portal message.

5 Follow-up if needed

If results suggest a next step — repeat testing, a referral, a medication change, or a follow-up visit — we'll explain why and help you schedule it.



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2 Understanding your results

Lab reports usually show your value, a reference range, and sometimes a flag (H for high, L for low). Reference ranges vary by lab and can change with age, sex, and other factors — a value slightly outside the range is not always a problem.

<p>Normal / in range</p> <ul style="list-style-type: none"> • Your value falls within the lab's reference range. • Posted to your portal with a brief note from your clinician. • No action needed unless your provider says otherwise. • Continue any current medications and follow-up as planned. 	<p>Outside the range or flagged</p> <ul style="list-style-type: none"> • Your provider decides what it means in context — one number rarely tells the full story. • We may recommend repeat testing, a follow-up visit, or a referral. • Some results are mildly outside the range and don't need action. • We will reach out to explain — you don't have to interpret it alone.
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3 How and when we'll contact you

We use the contact preferences you selected on your New Patient Forms. If your preferences change, update them through the patient portal or let the front desk know.

Routine, normal results	Released to your patient portal with a brief note. Usually within 1–5 business days of the lab being completed.
Mildly abnormal results	Portal message or phone call from the care team explaining what it means and whether anything needs to change.
Significantly abnormal results	Phone call from your clinician (usually same day or next business day) to discuss next steps.
Critical / urgent values	Direct phone call as soon as the result is received, including outside of normal business hours when appropriate.

If you don't hear back within 7 business days

Most results are released within a week. If it's been longer and you haven't seen anything in your portal, send us a message through the portal or call (480) 943-1220 — sometimes results are delayed by the lab and we want to make sure nothing was missed.



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4 Track your labs

Use this section to track tests you're expecting results for. Helpful when you're managing a chronic condition or following up on something specific.

TEST NAME	DATE DRAWN	EXPECTED BY	RESULT RECEIVED	FOLLOW-UP

5 Questions to ask about your results

Helpful prompts when you're talking with your provider about results. Use the space below to write your own questions.

- What does this number actually mean for me?
- Is this result a one-time finding or part of a trend?
- Do I need to repeat the test? When?
- Do I need to change anything I'm doing — diet, exercise, medications?
- Should I see a specialist? Will you make the referral?
- When should I have these labs done again?

Your own questions:

Reading results in the portal

Lab values often come with technical names and units. If anything is confusing, send a portal message — we're happy to translate. You don't have to figure out lab reports on your own.

KEEP MEDICAL INFORMATION SECURE

Use the patient portal for messages about lab results. Please do not email medical details or test results — email is not a secure channel for protected health information.