

## About the LifeLabs Lab Visit Number

Each time you have lab work done at LifeLabs, you are given a unique Lab Visit Number. This is a security measure that will validate your identity online and allow you to view results on your MyCareCompass account.

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Register or create your MyCareCompass account today and view your lab test results online

Once you set-up your [MyCareCompass](#) account with your Lab Visit Number, you can [view your lab reports online](#) as soon as they are available (for lab work done in Ontario). This is a great way to feel informed and prepared when you speak to your health care provider, as you will have access to the same results.

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## Frequently Asked Questions

### **What is a Lab Visit Number?**

To register to view results online, a valid Lab Visit Number is required. A valid Lab Visit Number must be associated with a patient over 18 years of age, a lab visit in the last 30 days, and a valid Canadian provincial or territorial health card number (aside from Quebec).

This number serves as a unique identifier for each lab report and is required to complete a one-time MyCareCompass registration to view your lab reports. Once you have registered using your Lab Visit Number, you will have access to all eligible future reports generated starting from your registration date moving forward.

### **How do I view reports from prior to my MyCareCompass reports registration?**

We can only provide your lab results since the lab visit date you registered to view reports with. To get copies of previous reports please talk with your health care provider.

### **Why can't I register to view reports if the lab visit was more than 30 days ago?**

For privacy and security reasons, if 30 days have passed since the last lab visit, you will not be able to register to view reports online. If you would like to get a copy of your test results, please talk with your health care provider.



## **Do I need to register a Lab Visit Number every single time? Do I need to register again if I have changed my name/gender/etc.?**

Once successfully registered to view reports on MyCareCompass, all valid future lab reports will automatically appear in your MyCareCompass account unless you delete your report registration and/or account.

If you are already registered to view reports but your most recent lab report is not showing on MyCareCompass, or if your demographic information has changed, please contact [MyCareCompass Support](#) instead of trying to register again.

## **I was previously registered to view reports on MyCareCompass but can no longer access the original account. Can I register again?**

Please note that the MyCareCompass system restricts users from registering the same health card number twice. If you no longer have access to your original MyCareCompass registration, please contact [MyCareCompass Support](#).

## **I already created a MyCareCompass account to book appointments; do I need another account for viewing reports?**

No, you can use the same MyCareCompass account to book appointments as well as view reports for both you and your family. Please note that individuals can book appointments through their MyCareCompass account without being registered for results.

## **I am already able to book appointments, does that mean I can view my results online, too?**

Viewing results online requires an additional registration step on MyCareCompass than what is required to book an appointment. If you have already registered to view reports online, then you will continue to be able to do so and do not need a Lab Visit Number again. If you only use your account to book appointments, it is likely you have not registered to view results online and require a Lab Visit Number for the additional registration step.

## **Can I register to view the reports of my child?**

Parents and guardians are not able to register to view reports for a person under the age of 18 in Ontario. The privacy of patients is of utmost concern to MyCareCompass, Excelleris, LifeLabs, and the labs that perform your tests. They understand that parents wish to have access to their children's records but are bound by privacy legislation that protects the rights of individuals, including your children. To obtain a copy of your child's tests results, talk to your child's health care provider.

## **Can I register to view a family member's reports within my MyCareCompass account?**

Yes, as long as the family member meets the registration criteria and has provided consent to be registered to your account, you can register them to view reports in your account. Please note that if you encounter a registration failure message, [MyCareCompass Support](#) will need to speak directly to the patient being registered to view reports for verification.



## Who do I contact if I need help setting up my account or registering to view reports online?

Please contact [MyCareCompass Support](#) for any support in setting up your account or registering to view reports online.

## How long do I have to wait for my results to be available?

Most reports are available within 48 hours of your lab visit and will be available online as soon as they are ready. Please note, many tests may take longer to perform. If you are concerned about the turnaround time for your test, please contact your ordering physician.

## I did a test, but I am not seeing the report on my account?

Some tests are not available to be viewed online and instead results are provided through your health care provider. Please speak to your health care provider if you do not see your results on your account.

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## Need support?

### Contact MyCareCompass Support

 Phone: **1-844-379-2398**

 Email: **support@on.mycarecompass.lifelabs.com**

 Online Support Form: **www.on.mycarecompass.lifelabs.com/support**

