

HOW TO GET TEST RESULTS

By Phone or Online



Advice Nurse Line

1-877-661-6230 (press 1)

Our advice nurses answer calls 24/7, but some times are busier than others. For *routine* lab results for tests done at a county health center, leave a message for the advice nurse, including your full name (with the spelling), medical record number and telephone number, as well as the best time to call you back. A nurse will return your call within 24 hours. The advice nurse can give you the results for the following tests:

- Complete blood count
- Lead
- Cholesterol and blood sugar
- Liver panel, hepatitis and most other blood tests
- X-rays
- Pap smear and mammogram results (4 weeks after your test)

For pregnancy test results, call Healthy Start:

Martinez at 925-370-5495

Pittsburg at 925-431-2345

Richmond at 510-231-1340

For HIV test results, you must make an appointment with your primary care doctor.



mycclink.cchealth.org

If you have an account on *myccLink*, our secure Internet portal, **you can also get routine test results online**. If you would like to sign up for *myccLink* to get your test results online in the future, follow the *myccLink* signup instructions included in the “after visit summary” provided by your doctor’s office at the end of your last appointment.

You can also ask to activate a *myccLink* account by emailing mycclink.support@hsd.cccounty.us or by calling the toll-free customer service line at **1-844-622-5465**.

Neither advice nurses nor myccLink can interpret your test results. You must talk to your provider to know how the results apply to you.