

PATIENT REQUESTS FOR TEST REPORTS

On or after October 6, 2014 patients, or their personal representatives, may obtain a copy of their laboratory test report directly from NMS Labs. Following the below guidelines, please contact our Customer Support Center at 800-522-6671 for assistance. Please do not call until you have the three required minimum identifiers. NMS Labs will respond to your request within 30 days. NMS Labs reserves the right to deny your request to the extent permitted by applicable law. If your request is denied, we will explain the reasons to you in writing. NMS Labs will not, under any circumstance, interpret test results for you.

1. NMS Labs recommends you contact your physician who already has the information from your test report and can help interpret your results in light of your medical condition.
2. The below 3 minimum identifiers are required for you to have access to the test report. Please make sure you have this information before calling NMS Labs.
 - Patient Name (as it would appear on the report)
 - Patient ID # (as it would appear on the report)
 - Patient Date of Birth

Note: Additional information, such as the date of sample collection or the provider who sent your samples to us is helpful.

3. A Customer Support Services representative will take your information and request additional contact information such as mailing address, phone number and email address.
4. A copy of your test report will be sent to you within 30 days of your request. In the event NMS is unable to complete your request or will not be able to do so within 30 days, you will receive a written statement with an explanation.