



**CLIENT USER GUIDE**

**ACCESSING & UNDERSTANDING  
YOUR COVID-19 TEST RESULTS**





## Dear Patients,

We know you are eager to login to retrieve your test results. Here are some helpful tips to ensure an easy login process. Please note, If you login before your results are uploaded, you will have a login failure notice. You cannot retrieve results until we have uploaded the results to the portal.

1. Please make sure the name you use to set up your Patient Portal is entered exactly as you entered it on the Patient Intake/Enrollment form.

Example: If you Enter **Dave Smith** to login to your patient portal but used **David Smith** to enroll, you will not be able to access your results.

2. Make sure your **Date of Birth** is entered correctly. The form is designed in the U.S. and therefore lists MM/DD/YY .

Example: If your birthday is April 1, 1964 you would enter 04/01/1964

3. **Please provide the last four digits of your SIN # or the number you used, if you did not provide the last 4 digits of your SIN#.**

And Finally, when you create your account it will ask you for a user-name and password.

**WRITE IT DOWN!** You will need this information to login in to get your results and any future test results, should you choose to be retested.

### Technical Questions?

Contact Our Help Desk

[helpdesk@stagezerols.com](mailto:helpdesk@stagezerols.com)

8:30 am - 5:00 pm EST Monday - Friday

### Questions About Test Interpretation

Contact Ichor at 1-403-660-6111

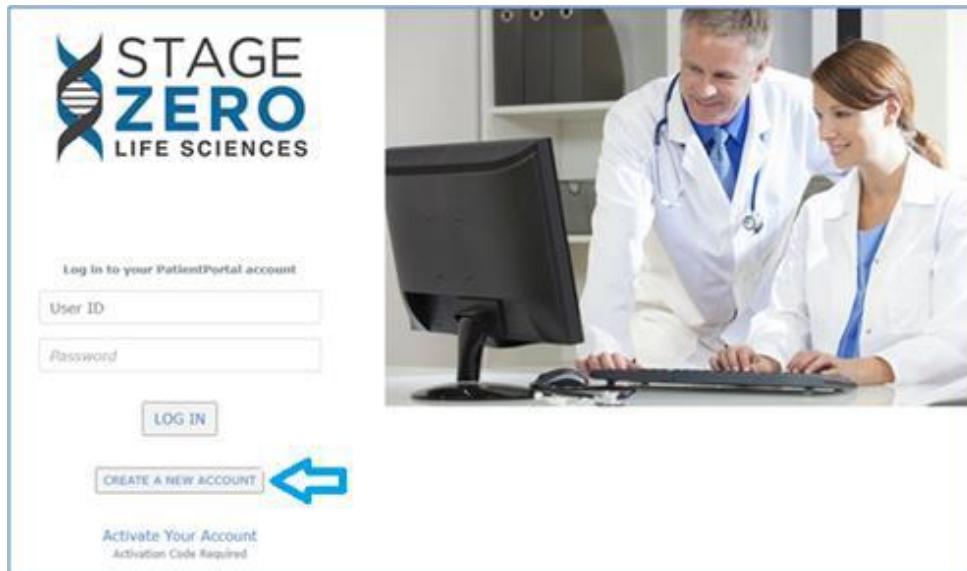


## How To Access Your Results in Your Patient Portal

---

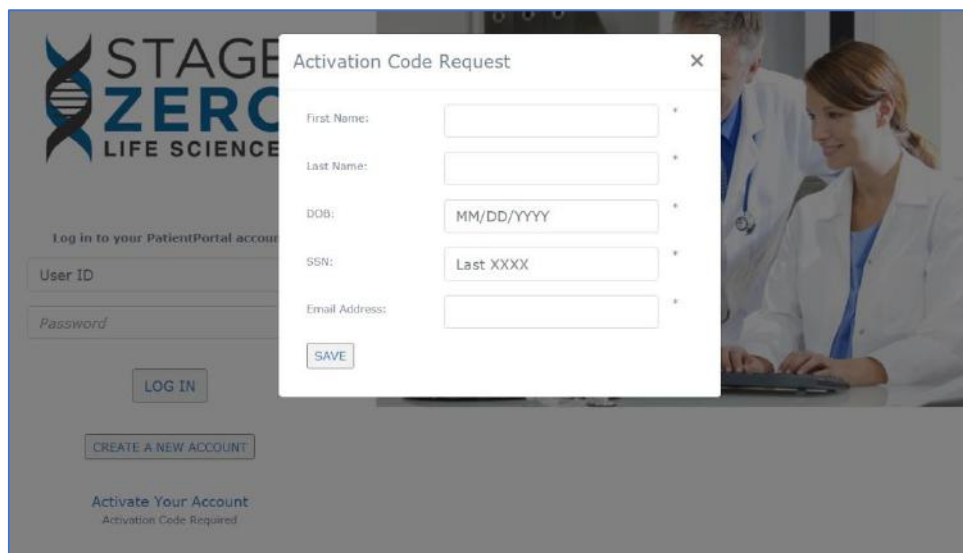
Visit: [www.lifepointlink.com/szls/patientportal](http://www.lifepointlink.com/szls/patientportal)

### Step 1: Create a New Account



### Step 2: Fill-in the required data for Your Activation Code Request

Note: Use the last 4-digit of your SIN number.



## Step 3: Get Your Activation Code from Email

Note:

- The Subject Line will be “Activation Code”
- Email is from message@lifepoint.com (our Portal Hosting Partner)
- Click the “Click Here” link to open a browser with the Activation Code pre-filled on the data entry page



## Step 4: Activate Your Account!

1. **Activation Code:** It should be pre-filled on the top box. If not, you need to Copy and Paste the code from your email onto here
2. **Last 4 Digits of your Social Insurance Number** ( If that's what you used in the enrollment process, if you used another number please enter it)
3. Enter your Date of Birth
4. Create Your User Name (Write this down as it will be what you will use to login)
5. Follow the **Password Guidelines** to create your password (Write this down as it will be what you will use to login)
6. Verify Password entered in step 5
7. Click the **SUBMIT** button

**Please activate your account**

Activation Code:  \*

Social Security Number (last 4 digits):  \*

Date of Birth:  /  /  \*

Create User Name:  \*

Create Password:  \*

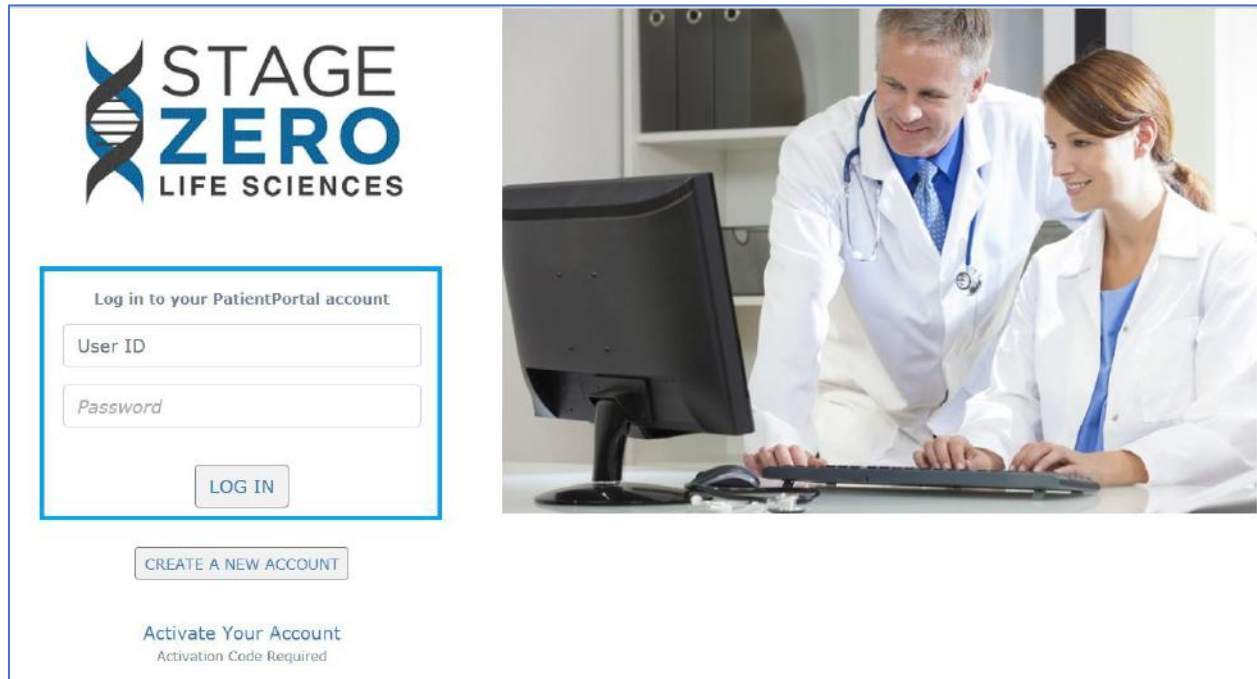
Verify Password:  \*

**Password Guidelines:**

- Case sensitive.
- Must be 8-32 characters long and must contain three of the following four categories:
  - upper-case letters
  - lower-case letters
  - special characters
  - numbers
- No spaces are allowed.
- Your user ID and password must be different.

## Step 5: Login to Get Your Results

Website: [www.lifepointlink.com/szls/patientportal](http://www.lifepointlink.com/szls/patientportal)



**STAGE ZERO LIFE SCIENCES**

Log in to your PatientPortal account

User ID

Password

LOG IN

CREATE A NEW ACCOUNT

Activate Your Account  
Activation Code Required

## Step 6: Get Your Results

Click [View Report](#) to see Results



**STAGE ZERO LIFE SCIENCES**

Patient ID: 56

Female | DOB: | Age: 46

SSN: | Address: | Insurance:

TEST ENVIRONMENT [NV] Logout

**Patient History**

Result History

Physician	Accession	Collection Date	Report
Zalala, Sajad	09951400002 COVID19 - COVID-19 PCR Testing - Final	2020-05-14	<a href="#">View Report</a>

When Used: The Patient Portal  
Copyright © 2020 StageZero Life Sciences  
All Rights Reserved

## Interpreting Your Results – Antibody Testing (Blood Test)

---

### Interpretation of Results:

- There are 4 scenarios you may see on your results, an explanation is below. This short video is also helpful in understanding antibodies and their timing.
  - <https://youtu.be/OztF-419fac>

**Scenario 1:** No antibodies on IgG or IgM. 99% certainty you do not have antibodies.

Test Results	
COV-12C25 Rapid Response	COVID-19 IgG/IgM Test
IgG	NEGATIVE
IgM	NEGATIVE

**Scenario 2:** You get IgM positive, but IgG negative

Test Results	
COV-12C25 Rapid Response	COVID-19 IgG/IgM Test
IgG	NEGATIVE
IgM	POSITIVE

- IgM positive indicates you are **possibly** in the early days of fighting the active virus. This test is not designed to detect active infection with high reliability. As a precaution you should immediately self-isolate and order a PCR test to detect an active infection.

**Scenario 3:** You get a positive IgG on the first test, but a negative IgG on the confirmatory (Beckman) test. You likely do not have antibodies (99% certainty)

Test Results					
COV-13C25 Rapid Response		COVID-19 IgG/IgM Test		Beckman Access SARS-CoV-2 IgG Test	
IgG	POSITIVE	IgG	Negative/Non-Reactive for SARS-CoV-2 IgG antibodies		
IgM	POSITIVE				

**Scenario 4:** IgG on first and second test are both positive. You have antibodies with 99% confidence.

Test Results					
COV-13C25 Rapid Response		COVID-19 IgG/IgM Test		Beckman Access SARS-CoV-2 IgG Test	
IgG	POSITIVE	IgG	Positive/Reactive for SARS-CoV-2 IgG antibodies		
IgM	NEGATIVE				





## Interpreting Your Results – PCR Testing (Nasal Swab for Detecting For Active Infection)

---

### Interpretation of Results:

- If your test is positive for an active COVID-19 infection.
  - Call Your Doctor

Test Results		Result Interpretation
<b>TaqPath™ COVID-19 Combo Kit</b>		COVID-19 Result : <b>Positive SARS-CoV-2</b>
ORF1ab	POSITIVE	SARS-CoV-2 RNA was detected. This patient is considered positive for SARS-CoV-2. Results will be reported to the ordering physician and appropriate public health authorities.
N gene	POSITIVE	
S gene	NEGATIVE	
MS2	NEGATIVE	
Status	Valid	
Result	<b>Positive SARS-CoV-2</b>	