

Santa Clara Medical Center
Laboratory – Dept 168, 268
Frequently Asked Questions



1. How do I get my test results?
Lab Results can be obtained several ways:

Online:

You can now get your lab results on line. To do this, please first register at <https://members.kaiserpermanente.org/kpweb/registration.do> [kp.org Registration](https://members.kaiserpermanente.org/kpweb/registration.do). After submitting the information, you will receive a "PIN" in about 10 days. If you have any questions, you can get the answers at <https://members.kaiserpermanente.org/kpweb/jsp/feature/144registration/helpsignon.jsp>

Postal Mail:

The second way to get your results is to wait for it in the mail. This is usually sent one to two weeks after you have completed your tests.

2. How long does it take to get test results?
Generally, most results are available within 24 – 48 hours. Some tests need to be sent to reference labs, and results may not be available for up to 2 weeks. It takes two weeks to get HIV results.
3. How long do I need to fast before having my blood drawn?
The fasting period is 8 – 10 hours.
4. Can I drink anything during the fasting period?
You may drink water only.
5. Can I take medications during the fasting period?
Yes.
6. Do I need to pay for lab tests each time I come in?
If your health plan requires a co-pay for laboratory services, you will need to pay each time you come to the lab.
7. If I have a STAT test, do I still need to take a number?
Yes. Please wait for a receptionist to call your number. Your tests will be ordered STAT and your blood will be drawn ahead of others.

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8. Can I have my blood drawn at a Kaiser facility other than where my provider is?
Yes. Bring your requisition to whatever facility is most convenient for you. Results can be viewed electronically by your provider. Your provider can also fax your requisition to the facility of your choice.
9. What are the busiest times in the lab?
Most outpatient labs are very busy between 8:00am and 12:00 noon, and again between 3:00pm and 7:00pm.
10. Do I need to make an appointment for a 3 hour Glucose Tolerance Test?
No.
11. Can I add tests to my requisition?
No. Adding tests to you requisition is considered insurance fraud and could result in loss of coverage.
12. Can I “self-order” any tests?
Yes. You can request a random glucose (blood sugar), a random cholesterol, a urine pregnancy test, or a stool for occult blood.