



## ETCH Patient Portal Results

Please make sure that you are going to the following address: <https://patientportal.etch.com>  
**Please Note: Do not use the browser back and forward page buttons; you must utilize the patient portal action buttons to navigate.**

This is the Patient Portal Logon Page:

The screenshot shows the login interface for the East Tennessee Children's Hospital patient portal. It features the hospital's logo and name at the top. Below that, there are two input fields: 'Logon ID:' and 'Password:'. Each field has a corresponding 'Forgot' link ('Forgot Logon ID?' and 'Forgot Password?'). A blue 'Log On' button is positioned at the bottom of the form area.

After you have successfully logged on, the following opening page of the Patient Portal will be presented.

To get to the Results page, you will first need to click on the Health Record button.

The screenshot displays the main dashboard of the patient portal. At the top, there is a navigation bar with the hospital logo, name, and 'Change Person' and 'Log Off' buttons. Below the navigation bar, a 'Test' section contains five icons: 'Health Record' (highlighted with a red box), 'Medications', 'Appointments', 'Billing', and 'Profile'. The 'Health Record' icon shows a folder with a red cross. Below the 'Test' section, there are three main content areas: 'What's New' with three notification items, 'Upcoming Appointments' with a table of future appointments, and 'Recent Visits' with a table of past visits. At the bottom, there are links for 'Contact Us', 'Preferences', and 'Terms & Conditions', along with a license notice for Medical Information Technology, Inc.

Upcoming Appointments			
Thu, Mar 27, 2014	1:00 pm	PT THERAPY (Nadine Trainer)	
Thu, Apr 03, 2014	1:00 pm	PT THERAPY (Nadine Trainer)	
Thu, Apr 10, 2014	1:00 pm	PT THERAPY (Nadine Trainer)	

  

Recent Visits			
Mon, Mar 24, 2014	11:00 am	Surgical Day Care	Surgery
Thu, Mar 20, 2014	10:00 am	Clinical	Radiology
Wed, Mar 12, 2014	12:00 pm	Clinical	Radiology



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Next, you will need to click on the Results button.

The screenshot shows the 'Test's Health Record' page. At the top, there is a navigation bar with 'Children's Hospital' and 'Home Log Off' buttons. Below the header, a yellow box contains instructions: 'Select an item below or a button to the right to view more details. Select Health Summary to view, print or download a summary of your care. [Learn More](#)'. The main content area is divided into three sections: 'Allergies' (listing Penicillin and SULFA), 'Medications' (listing Amphetamine/Dextroamphetamine, Alprazolam, Cholecalciferol, HYDROMORphone HCL, and RANITidine HCL), and 'Conditions' (listing Syncope, Back pain, acute, and Migraine headache). On the right side, there is a vertical navigation menu with buttons for 'Health Summary', 'Allergies & Conditions', 'Results' (highlighted with a red box), 'Medications', 'Reports', and 'Visit History'. At the bottom of the page, there is a 'Contact Us' link.



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The next screen to display will be the Results screen as seen below:

Please Note: Not all results may show in the Patient Portal. If you are expecting to see a particular result(s) and it is not available, please contact the ordering provider for the result(s). If you have any questions about your test result(s), please be sure to contact the ordering provider/primary care provider to discuss the result(s).

**FOLLOW-UP WITH THE PROVIDER IS ESSENTIAL TO DISCUSS TEST RESULT(S).**

You may view recent laboratory and microbiology results by recent dates or by test. Select 'Date' to view recent laboratory and microbiology orders sorted by date. Select 'Test' to view the last result for each test. [Learn More](#)

Select to view result comments

Date of Last Result	Test	Result	Reference Range	Flag
Mar 18, 2019	White Blood Count	11 x10 <sup>3</sup> /uL	4.0-11.4 x10 <sup>3</sup> /uL	
Mar 18, 2019	Red Blood Count	6 x10 <sup>6</sup> /uL	4.16-5.68 x10 <sup>6</sup> /uL	H
Mar 18, 2019	Hemoglobin	9 g/dL	12.1-15 g/dL	L
Mar 18, 2019	Hematocrit	33 %	35.6-44.7 %	L
Mar 18, 2019	Mean Corpuscular Volume	90 fL	79.8-92.6 fL	
Mar 18, 2019	Mean Corpuscular Hemoglobin	30 pg	25.6-31.0 pg	
Mar 18, 2019	Mean Corpuscular Hemoglobin Concent	33 g/dL	31.8-34.8 g/dL	
Mar 18, 2019	RDW Coefficient of Variation	14.0 %	12.2-14.2 %	
Mar 18, 2019	Platelet Count	590 x10 <sup>3</sup> /uL	150-550 x10 <sup>3</sup> /uL	H

Back to Health Record

Print

There are several things to note:

- Only the most recent result of a test will be displayed in the result list.
- If there are more results related to a test, you would find them by selecting the result on the screen; if more results exist, they would display with all results listed. For example, if I wanted to see if there were previously reported ESR results, I would select the result:

Feb 19, 2019	Erythrocyte Sedimentation Rate	9 mm/hr	0-10 mm/hr	
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Then the following screen below would appear and show all ESR instances:

View the history of this test.  
**FOLLOW-UP WITH THE PROVIDER IS ESSENTIAL TO DISCUSS TEST RESULT(S).**  
[Learn More](#)

**Erythrocyte Sedimentation Rate**

Select to view result comments

Date	Result	Reference Range	Flag
Feb 19, 2019	9 mm/hr	0-10 mm/hr	
Jan 18, 2019	8 mm/hr	0-10 mm/hr	

Contact Us

Back to List of Tests

Print

- Some results are not set to display within the portal; these are normally confidential results such as communicable disease/HIV results/Pregnancy results.
- Once the lab results are final, they will appear in the portal 36 hours later.