

# How to Get Your COVID-19 Test Result

## How long will it take for my results to be available?

The turnaround time for results is within 2-5 days (though sometimes within 24 hours, depending on testing volume).

## Where can I find my results?

Unfortunately, Morton Hospital is unable to provide your results over the phone due to privacy restrictions, however, there are a couple of options for you to access your results:

### Option 1:

Contact your primary care provider's office. Your primary care provider, or the provider who ordered your COVID-19 test, should receive your results directly from the lab reviewing your test.

### Option 2:

Get your results via our StewardCONNECT patient portal.

If you already have a StewardCONNECT account, you are set up to view your results when they are available. If you have NOT created an account, please follow these instructions:

1. Go to [www.mortonhospital.org](http://www.mortonhospital.org)
2. Click on "Patient and Visitor Information"
3. Click on "Hospital Patient Portal"
4. Click on "Sign Up"

Enter your name, email (the one you provided to hospital registration staff during your visit), and the last 4 digits of your social security number. Your email MUST match the one given to the registration staff and you must have agreed that Steward may use your email address.

After your account is created, you may also download the "MEDITECH MHealth" smartphone app to view your results. You must create your account before using the app.

If you have issues creating your account, contact [shcpatientportalsupport@steward.org](mailto:shcpatientportalsupport@steward.org).

If you are still not able to access your results after a few days, you may contact the hospital's Medical Records Department at 508-828-7330 to determine if your results are in. While the results can't be shared over the phone, if they are ready, you will be directed to contact your provider's office or you may visit the hospital in person Monday – Friday between the hours of 8 am and 4:30 pm to obtain your results from our Medical Records Department after filling out a release of information form.

If you have questions regarding your result, please contact your primary care provider.