



COVID-19 Test Results via the SPH Patient Portal

NOTE: *SPH Patient Portal* is NOT the same as the *HMC/Clinic Patient Portal*

Thank you for choosing South Peninsula Hospital to assist with your testing needs! You must visit the SPH online patient portal in order to get your test results. You can also download and print the test results on the portal for your records as soon as they're available. Please note:

It can take up to 4-5 days before your results are ready. Anyone with a positive test result will be called as soon as we know you are positive. If your test comes back negative, you will not receive a call and will need to check the online portal.

Within 24 hours of your visit today you should receive an email with a link to sign up for the portal. If you don't receive the email, check your spam folder, or call 235-0881.

If you've signed up for our patient portal in the past, you don't have to wait for an email – just visit <https://www.thrivepatientportal.com> and enter your username and password. If you forgot your password, click Forgot Password. You can also access the patient portal at www.sphosp.org under the "For Patients" tab.

Test results are available via the online portal as soon as we have the results at the hospital.

If you don't see the results on the portal after 5 days, call the portal help line at 235-0881.

If you have any questions or concerns call the Patient Portal Helpline at 907-235-0881. The Helpline is staffed daily 9am-5pm. If forwarded to a voice message, **clearly** say your name, date of birth, email address, and call back number. Hospital staff will email you a registration link as soon as possible, and no later than the next business day, so keep checking your email!

Frequently Asked Questions

Do I need special equipment?

No. All you need is access to a computer and an internet connection.

Who should I contact if I need help logging on?

Call the Patient Portal Help Line 907-235-0881 to speak to staff or leave a voice message

What if it's been five days and there are still no results in my portal?

Call the Patient Portal Help Line 907-235-0881 to speak to staff or leave a voice message

How do I access the Patient Portal once I have already registered?

After you've registered, you can log in at: <https://www.thrivepatientportal.com>