

FAQ

Do I have a VHL Portal Account?

Although you may have been emailed a 'VHL welcome email' which includes an account code, this does not mean your account has been created. Please follow the steps in our 'VHL Portal User Instructions' to create an account.

What is my account code?

Your customer account code can be found in the 'Welcome to VHL' email you received from our Support Team. If you are struggling to find your account code, please contact your Account Manager or the Support Team at support@vivahealthlabs.com.

Is the VHL Portal accessible on a Mac?

Yes, the VHL portal is accessible on Mac computers.

Why can't I see my results on the VHL Portal?

If you are having trouble viewing your results via the portal, please make sure you have set up a VHL portal account. Our Support Team can provide the 'VHL portal User Instructions' and 'VHL portal Viewing Results' if required. When attempting to view the results ensure the date range on the Booking History page has been expanded to the date the booking was made. You are also able to filter the booking page to your branch using the 'Select Branch' drop down. Please ensure pop-ups are allowed. If the above has been done and you are still unable to view the results, please contact our Support Team at support@vivahealthlabs.com or your Account Manager for further assistance.

When will I receive the results?

Each test has a different turnaround time (TAT). To find TAT you can refer to our 'Viva Health Laboratories – Lab guide'. You can also view your patients' TAT if you "view" the booking on the portal and click the "TAT" tab in the bookings detail section. Please note, this is the TAT for the last result due for the patient. Additionally, some tests are referred out to alternative laboratories in this instance the TAT is from when they receive the sample.

It is past the turnaround time, and I still cannot see the patient's results?

If you are still waiting on outstanding results and it is past the stated turnaround time, please contact our support team at support@vivahealthlabs.com. They will contact our lab for an update and further information.

Can patients order internationally?

Yes, and our rates are fixed as follows. Please note that this cost only covers the outbound shipment of the test kit – we can provide returns if required on a case-by-case basis. Please contact the support team or your account manager to arrange this:

Zone 1 – USA, Holland, Ireland

Cost £50.00

Zone 2 – Europe (minus Holland and Ireland)

Cost £60.00

Zone 3 – Rest of the world

Cost £70.00

What do the status' on the portal mean?

Submitted – ordered

Uploaded to LIMs – Received back at the lab

Partially resulted – some results available, but not all

Resulted – All results available

Error from LIMs – issue transferring results to our portal. If you see this, please flag to the support team or your Account manager who can rectify the problem