

COVID Testing at Tufts Medical Center

DOCUMENTATION OF YOUR TEST RESULTS

Please Note - The following will only apply if the patient was:

- Tested for COVID in our community COVID testing site location as of 08/27/2020 at 8:00 A.M. **AND**
- The patient is an adult [18 year of age and older¹] **AND**
- The patient provided an active and valid email address to a member of our staff during the registration process **AND**
- The patient does not already have an active Inpatient Portal account created; if the patient received care in our inpatient setting prior to August 27, 2020 they may have been issued a portal at that time **AND**
- The patient did not receive a COVID test in our testing site for clearance purposes prior to a scheduled procedure at Tufts MC

After you are tested for COVID at Tufts Medical Center's COVID testing site:

You will receive an email from noreply@tuftsmedicalcenter.org within 24 hours

The subject of the email will read **“Welcome to the Tufts Medical Center Inpatient Portal”**

In the body of the email message, will be **instructions on how you can activate your patient portal account**

Retrieve the **validation code** that was provided to you at the testing site by a member of our registration staff before you proceed with the portal activation process; *refer to the small, blue card that our registration staff handed to you*

The **unique link** embedded in the notification email and your assigned validation code will be active for 30 days upon receipt. If you do not activate your account within the next 30 days, you will need to contact Tufts Medical Center to reset your access request.

Once you activate you're account, you can obtain a copy of your test results by signing into your patient portal account. Your results will *not* be automatically emailed to you.

If you do not receive the email (example shown below) within 24 hours and you believe you meet the eligibility criteria, please check to see if it is in the "spam" or "junk" folder of your email account.

Visual Example of Initial Notification Email:

noreply@tuftsmedicalcenter.org
Welcome to the Tufts Medical Center Inpatient Portal



Hello, [Patient Name]

This email message was sent by the **Tufts Medical Center Inpatient Portal Access Team** to the primary email account you recently provided to a member of our registration staff.

With the Tufts MC Inpatient Portal, you will have access to the authorized health records related to the care that you recently received at our hospital.

To complete the self-registration process and activate your user account [click here](#).
Note: This web link is unique to *your* patient portal access and requires the matching validation code that was provided to you by our staff.

You will have 30 days from the receipt of this email to activate your portal account using this unique link and your assigned validation code.
If you do not activate your account within the next 30 days, you will need to contact Tufts Medical Center to reset your access request.

If you experience any problems creating your account, or need to confirm your validation code, please email us at inpatientportal@tuftsmedicalcenter.org for assistance.

Please safeguard your username and password in a secure location for ease of access to your portal at <https://inpatient.tuftsmedicalcenter.org/>.

Regards,
The Tufts Medical Center Inpatient Portal Access Support Team

There are currently multiple portals available to Tufts Medical Center patients. This is because our physicians and clinics have chosen the best possible portals for their individual patient groups.

The Tufts MC Inpatient Portal may not contain all of your existing health records on file at Tufts Medical Center. For more information regarding our complement of patient portals by care setting, please visit our website at <https://www.tuftsmedicalcenter.org/myTuftsMedicalCenter>

To begin the portal activation process, click on the “click here” link embedded in the body of the email message:



To complete the self-registration process and activate your user account [click here](#).
Note: This web link is unique to *your* patient portal access and requires the matching validation code that was provided to you by our staff.

Your internet browser will redirect you to an additional screen as shown below.

Patient Portal

This page allows you to complete the self-registration process and setup a user account with the patient portal.

How to use the Validation Code.

Enter your validation key code in the box below exactly as provided to you. You will be directed to a self-registration page allowing you to create a user account with access to your authorized health records within the Patient Portal.

Validation Code (Enter the Validation Code exactly as provided to you. This field is case sensitive.)

Need Help?
Contact us at the link above should you experience any problems during the self-registration process.

Follow the instructions to enter your assigned **validation code** and click “Continue” to proceed.

Your internet browser will redirect you to an additional screen as shown below. You will be prompted to provide a username and a password combination.

The site will provide a suggested username; this is typically the email address that you provided to a member of our registration staff.

You can confirm use of the suggested username or create a brand new one. Be certain to assign a username and password that is secure, but will also be easy for you to recall when necessary.

Once entered, click on “Continue” to proceed.

Patient Portal

Please provide a username/password combination to create an account. **Your username cannot be changed once it has been created.**
A suggested username has been automatically generated. Continue with the pre-populated username or select a new username.

User ID must be no longer than 30 characters, must start with a letter and can contain letters, numbers and the special characters @-._.

Password must be between 8 and 15 characters long. Password must begin with a letter and must contain at least one number. Special characters (like !@#%&*) are not allowed.

Use suggested username: TESTDONOTUSEPATIENT@GMAIL.COM
 Create new username

*

Password *

Re-enter Password *

Need Help?
Contact us at the link above should you experience any problems during the self-registration process.

Next, a confirmation screen will pop up; the username that you assigned to your portal account, will reflect in place of ‘testdonotusepatient@gmail.com’ in the below example of this screen. Click on “OK” to proceed.

All records linked to
'TESTDONOTUSEPATIENT@GMAIL.COM'
have been linked successfully. You
will now be redirected to our login
page where you can log in and see
these records for the first time.

Once you click “OK”, your internet browser will redirect you to the main log-in webpage for Tufts Medical Center’s Inpatient Portal as shown below. Enter the username and password combination that you created for your patient portal account.

Tufts Medical Center INPATIENT PORTAL

Patient User Log-In ?

Username

Password

[Forgot Password?](#) | [Forgot Username?](#) | [Contact Us](#) | [System Requirements](#) | [About](#)

Log In

Welcome Tufts MC Provider Portal Users!

Recently we have updated our compliance measures so that system users must have 3 Security Questions/Answers on file for resetting accounts/passwords. All users currently have only 2 of these. When logging on for the first instance after 3/23/2020, all users will be asked to select a 3rd Security

SECURITY NOTICE - Your activities within the data entry application will be audited and your access restricted in accordance with your current security level.

WARNING - This computer program contains proprietary and confidential information and is protected by copyright law. Unauthorized reproduction, distribution, or transfer of this program, or any portion of it, is strictly prohibited.

Link to log-in page: <https://inpatient.tuftsmedicalcenter.org/Tufts/Patient#/>

You may choose to save this link as a “Favorite” in your browser for ease of access to your portal.

After you enter your username and password for the first time, the site will prompt you to set up three, mandatory password recovery security questions. In the event you forget your password and need to automatically reset it through our website, you will be required to answer these security questions correctly.

Password Recovery Security Question Setup

In order to recover a forgotten password, you must be able to correctly answer the security challenge questions setup for your account. This dialog allows you to select your security challenge questions and save your answers to the questions.

The system policy states that you must answer 3 required questions in order to reset your password. The question and answer setup is below.

You have answered 0 of 3 questions.

Select Question

Answer

Confirm Answer

This measure is in place to protect your personal health information from being accessed in your patient portal, by an unauthorized individual.

Please safeguard your questions/ answers for retrieval if needed.

When you have completed the set up of three security questions/ answers, it will state "You have successfully setup your security questions. You must click the 'Finish' button to complete the process" at the bottom of the screen as shown below.

Password Recovery Security Question Setup

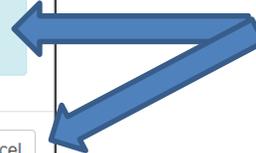
In order to recover a forgotten password, you must be able to correctly answer the security challenge questions setup for your account. This dialog allows you to select your security challenge questions and save your answers to the questions.

The system policy states that you must answer 3 required questions in order to reset your password. The question and answer setup is below.

Question	Answer
In what town was your first job?	800
What was the name of your elementary / primary school?	800
What are the last 5 digits of your driver's license number?	800

You have answered 3 of 3 questions.

You have successfully setup your security questions. You must click the 'Finish' button to complete the process.



Terms and Conditions

By selecting the Agree button, you are agreeing to the terms and conditions outlined in the following documents:

- [Tufts Inpatient Portal Terms of Use - Tufts Inpatient Portal Terms of Use](#)

TUFTS MEDICAL CENTER, INC. TERMS AND CONDITIONS OF USE

IF YOU WISH TO USE THE TUFTS MEDICAL CENTER, INC. INPATIENT PORTAL ("THE PATIENT PORTAL"), YOU MUST READ AND AGREE TO THE FOLLOWING PATIENT PORTAL TERMS AND CONDITIONS OF USE:

Welcome to THE TUFTS MEDICAL CENTER INC. INPATIENT PORTAL (the "Patient Portal" or the "Service"). THE TUFTS MEDICAL CENTER INC. INPATIENT PORTAL is an internet application that allows secure web-based means of communication between a patient and his/her TUFTS MEDICAL CENTER,

Cancel

Agree

Next, a "Terms and Conditions" screen will pop up as shown here. Review the information provided.

You must click on "Agree" to finalize your portal account activation and view your authorized health records.

Once you click "Agree", your browser will redirect you to the home page or "Patient Dashboard" view of your patient portal account as shown below.

You will be able to view your visit history, lab test results including the results of your COVID test if administered in our hospital's COVID testing site location, and other pertinent information available through our Inpatient Portal platform*.

COVID test results take on average, 24 to 72 hours to process; the results will reflect in the patient's activated portal, as soon as processing is complete.

The screenshot shows the Tufts Medical Center Patient Dashboard. At the top is the Tufts Medical Center logo. Below it is a navigation bar with the following items: Patient Dashboard (active), Messaging, Health Care Documents, Visit History, My Account, and Useful Links. The main content area is divided into several sections. On the left, there is a 'Get to know Tufts Medical Center' section with a video icon and text: 'Ever wonder what sets Tufts MC and Floating Hospital apart? We're committed to healthcare excellence. We focus on collaboration with community partners. Our researchers do nationally-recognized work. Watch our video to get to know us even better!'. Below this is a 'Results' section showing 'No Data'. On the right side, there is a 'My Clinical Summaries' section showing 'No Data' and a 'Secure Messages' section also showing 'No Data'.

**There are currently multiple portals available to Tufts Medical Center patients. This is because our physicians and clinics have chosen the best possible portals for their individual patient groups.*

The Tufts MC Inpatient Portal may not contain all of your existing health records on file at Tufts Medical Center.

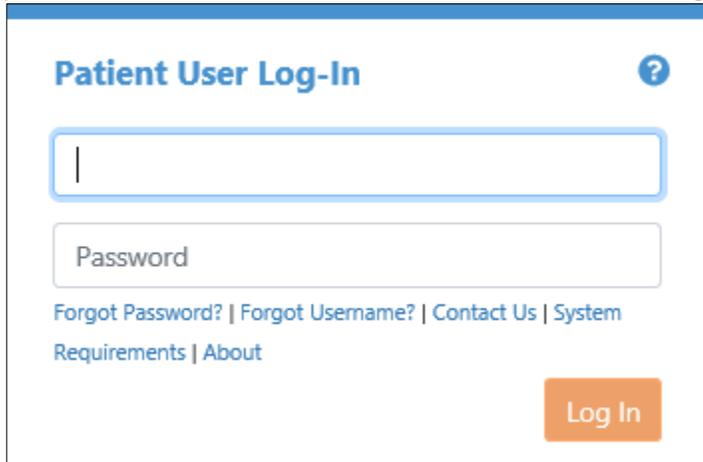
For more information regarding our complement of patient portals by care setting, please visit our website at <https://www.tuftsmedicalcenter.org/myTuftsMedicalCenter>

For more information regarding Tufts Medical Center's COVID testing site, Please visit our website at <https://www.tuftsmedicalcenter.org/COVIDTesting>

Technical & Customer Support Options:

If you need assistance navigating your portal account, go to the “Help” menu option in the upper right hand corner of the screen when you are logged in. Reference the “Video Tutorials” link that provides a visual, step-by-step guide on how to perform key actions in the portal. *For instruction on how to view, print, or download results from your portal, refer to the last page of this document.*

If you forget the username and/ or password you assigned at the time of initial portal activation, first use the links on the main log-in page to attempt reset.



The image shows a screenshot of a web portal's login page. At the top left, the text "Patient User Log-In" is displayed in blue, followed by a question mark icon in a blue circle. Below this is a large, empty text input field with a blue border. Underneath that is a smaller input field labeled "Password". At the bottom right of the form area is an orange button with the text "Log In". Below the input fields, there are several links in blue text: "Forgot Password?", "Forgot Username?", "Contact Us", "System Requirements", and "About".

If you experience any problems initially activating your portal account, need to confirm your assigned portal validation code, or are having trouble accessing your already active account, please email us at inpatientportal@tuftsmedicalcenter.org for assistance.

If access to your portal is *extremely* time sensitive, you may also try calling us at [617-636-2853](tel:617-636-2853) during business days/ hours.

In order to provide you with timely assistance, a member of our portal support team will first ask you to verify key demographic information and the date(s) of service related to the care you received at Tufts Medical Center. Please be prepared.

If you did not provide an email address at the point of registration, or want to request access to another Tufts Medical Center patient portal listed on our website at <https://www.tuftsmedicalcenter.org/myTuftsMedicalCenter> you can submit a request for portal access by visiting <https://www.tuftsmedicalcenter.org/myTuftsMedicalCenter/Register>.

If you require access to information in your medical record that is not available within the Inpatient Portal or other available portals that may apply, or want to access the medical records of a minor patient between the ages 13 and 17 as their legal parent/ guardian, please contact our Medical Records Department for additional support: tuftsmedicalcenter.org/medicalrecords

Other Reference Information:

The option to activate a portal became available to our community COVID test site patient's effective on Thursday, August 27, 2020 at 8:00 A.M. If you were tested *prior to this date*, you were not eligible for portal activation.

¹Patient portal access for minor patients (ages 0 – 17):

Portal access will not be granted automatically through this process to any minor patient age 0 – 17 that was tested for COVID at our testing site.

A legal parent/ guardian can request access for their minor child's portal (between the ages of 0 and 12 only) via use of their own personal email account, however they must make this request directly with our portal support team in order for Tufts Medical Center to verify, the email account belongs to an appropriate parent/ guardian and not the patient who is a minor.

Please fill out a request form on our website at:

<https://www.tuftsmedicalcenter.org/myTuftsMedicalCenter/Register>

*If the patient is between the ages of 13 and 17, portal access will **not** be granted at all.* This process is in place to ensure compliance with the Massachusetts Mature Minor Rule, which allows a minor to consent to certain medical treatment and control access to the related medical records without additional parental consent. Please note, if a portal account is set up prior to a patient's thirteenth birthday, it will automatically be disabled by Tufts Medical Center on their thirteenth birthday and will remain disabled until their eighteenth birthday.

To obtain copies of a minor patient's medical records (ages 13 – 17) as the legal parent/ guardian, contact our Medical Records Department directly, for support.

This includes a request to obtain documentation of a minor patient's [ages 13 - 17], COVID test result.

[tuftsmedicalcenter.org/medicalrecords](https://www.tuftsmedicalcenter.org/medicalrecords)

How secure is my information in the portal?

Tufts Medical Center uses more stringent protections than those used in online banking or shopping. Healthcare in general is held to a higher standard for information security than other industries, and Tufts MC is in full compliance with federal and state laws that protect your privacy and the security of your electronic health information.

What browsers are supported?

The Tufts Medical Center Inpatient Portal is supported by the following browsers:

- Internet Explorer 8 or higher (compatibility settings must be unchecked)
- Chrome
- Firefox
- Safari

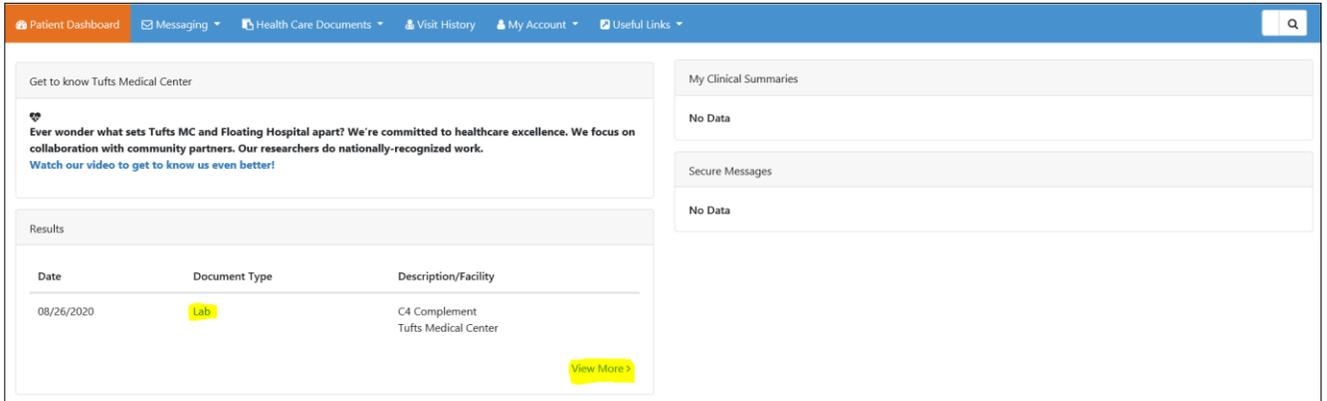
If you note incorrect or out-of-date registration information reflected in your patient portal:

Please call our outpatient registration line at 617-636-0084 during business days/ hours so your information can be updated in your medical record.

How to View, Print, or Download results from your portal account:

Once your COVID test result has been processed, it will be available to view via your portal's **Patient Dashboard** view as shown below.

In the **Results** section of the dashboard, you can click on "Lab" under the "Document Type" column or you can click on the "View More" link to see all of your available results.

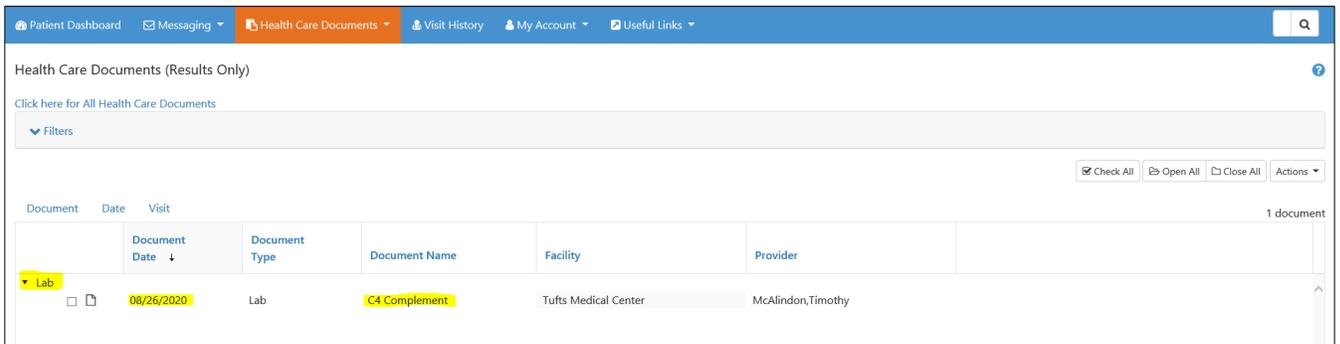


The screenshot shows the Patient Dashboard interface. At the top, there are navigation tabs: Patient Dashboard, Messaging, Health Care Documents, Visit History, My Account, and Useful Links. Below the navigation, there are several sections: "Get to know Tufts Medical Center" with a video link, "My Clinical Summaries" (No Data), "Secure Messages" (No Data), and a "Results" section. The Results section contains a table with the following data:

Date	Document Type	Description/Facility
08/26/2020	Lab	C4 Complement Tufts Medical Center

A "View More" link is located at the bottom right of the Results section.

If you click on "View More" in the Results section of your portal only, it will redirect you to a new view where all of your Health Care Documents that are available within the Inpatient Portal will be listed. In the below example, the patient only has one Lab result listed.

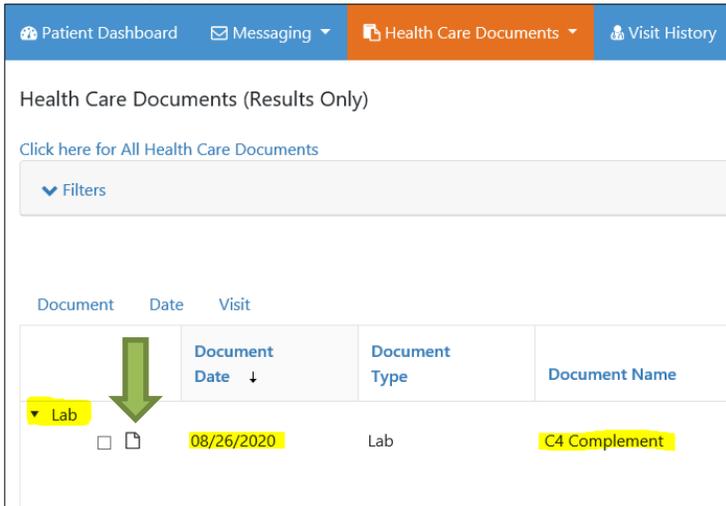


The screenshot shows the "Health Care Documents (Results Only)" view. It features a navigation bar with tabs: Patient Dashboard, Messaging, Health Care Documents, Visit History, My Account, and Useful Links. Below the navigation, there is a "Click here for All Health Care Documents" link and a "Filters" section. A table lists the documents with the following data:

Document	Date	Visit	Document Date	Document Type	Document Name	Facility	Provider
Lab			08/26/2020	Lab	C4 Complement	Tufts Medical Center	McAlindon, Timothy

There are icons for document actions (check, open, close) and an "Actions" dropdown menu. The text "1 document" is displayed at the bottom right.

To view a specific result, click on the document icon to the left in the below view. A read-only version of the results documentation will populate in your screen.

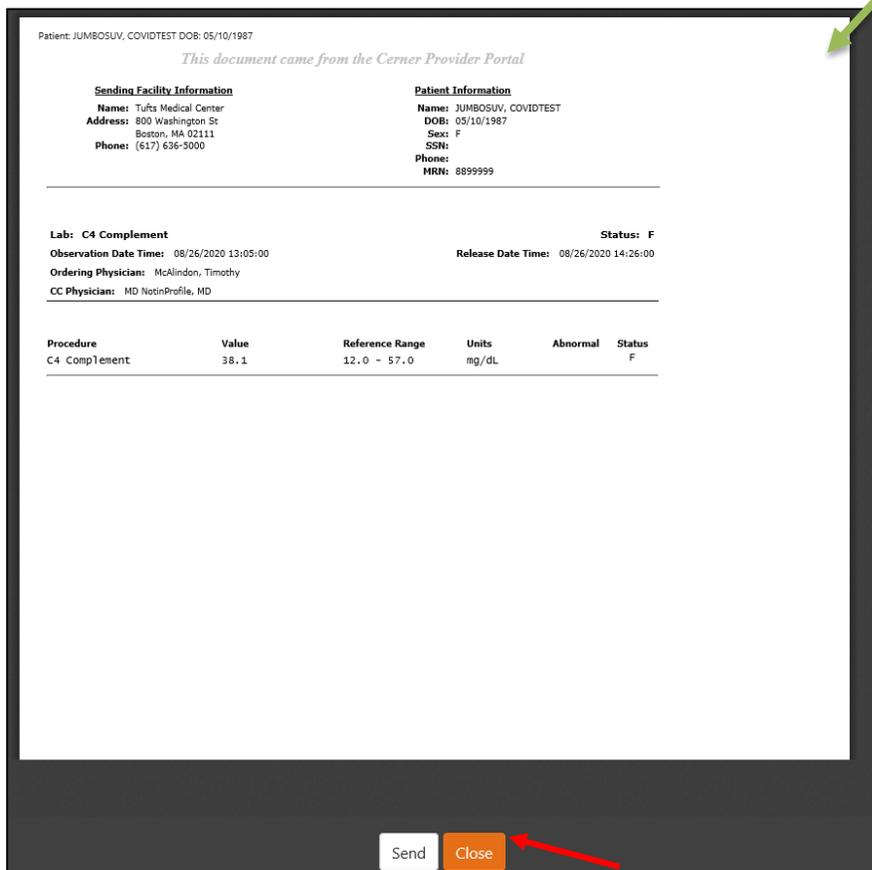
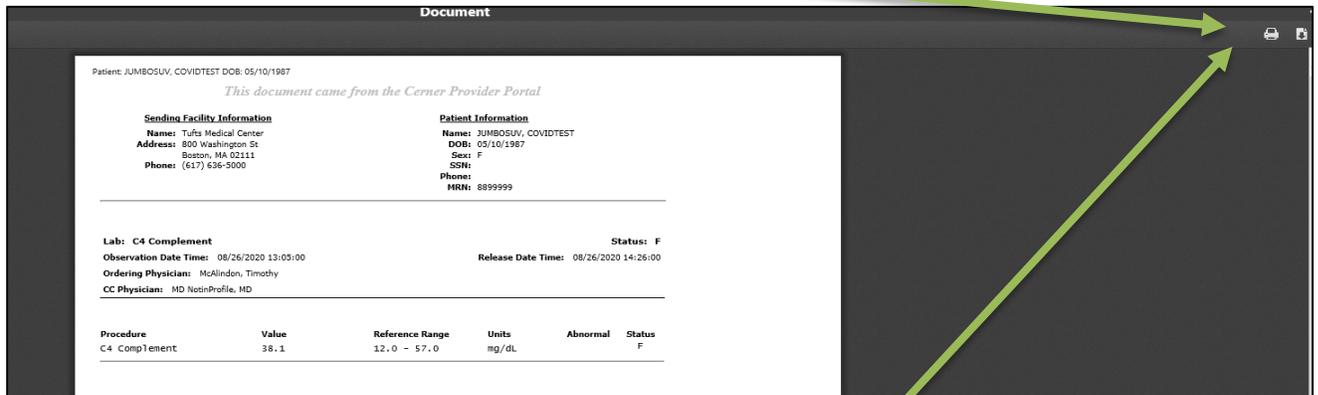
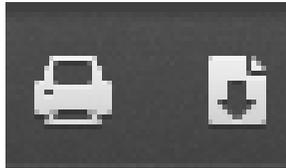


This screenshot is similar to the previous one, showing the "Health Care Documents (Results Only)" view. A green arrow points to the document icon (a small square with a document symbol) next to the "Lab" document type in the table row.

Document	Date	Visit	Document Date	Document Type	Document Name
Lab			08/26/2020	Lab	C4 Complement

In the upper right hand corner of the read-only document shown below, you will see two icons:

- The printer icon on the left: Click on it to print a copy of the document
- The document icon with a downward facing arrow in the middle: Click on it to download and save a PDF version of the document for your personal records



To exit the document view shown above, click on "Close"; you will return to your 'all results' list view of the portal.

How to Interpret Your COVID-19 Test Results

If you have tested **POSITIVE**, your result will read “Positive” under the ‘Value’ column. Notice it will also be marked with an “A” for abnormal:

Lab: COVID 19 Symptomatic Suspect (PUI) Test				Status: F	
Observation Date Time: 08/27/2020 15:46:00		Release Date Time: 08/28/2020 13:52:00			
Ordering Physician: Boucher, Helen					
CC Physician: Self, Referred; Unable to get, UTO					
Procedure	Value	Reference Range	Units	Abnormal	Status
COVID-19 (SARS-CoV-2), Source	Nasophx				F
COVID-19 (SARS-CoV-2)	Positive	Negative		A	F
<small>This test was performed with the Abbott RealTime SARS-CoV-2 RNA (by PCR) test. Negative results do not preclude COVID-19. This test is offered under an Emergency Use Authorization by the FDA. This assay has been validated on upper respiratory specimens (as defined by the CDC).</small>					

If you have tested **NEGATIVE**, your result will read “Negative” under the ‘Value’ column. Additionally, you will notice that there is no abnormal flag:

Lab: COVID 19 Symptomatic Suspect (PUI) Test				Status: F	
Observation Date Time: 08/27/2020 15:46:00		Release Date Time: 08/28/2020 13:52:00			
Ordering Physician: Boucher, Helen					
CC Physician: Self, Referred; Unable to get, UTO					
Procedure	Value	Reference Range	Units	Abnormal	Status
COVID-19 (SARS-CoV-2), Source	Nasophx				F
COVID-19 (SARS-CoV-2)	Negative	Negative			F
<small>This test was performed with the Abbott RealTime SARS-CoV-2 RNA (by PCR) test. Negative results do not preclude COVID-19. This test is offered under an Emergency Use Authorization by the FDA. This assay has been validated on upper respiratory specimens (as defined by the CDC).</small>					

Note: The ‘Reference Range’ is the range of values for a laboratory test that is deemed the normal measurement in healthy persons. For COVID-19 lab testing, the healthy **Reference Range** is “Negative”. Whether your personal test result is Positive or Negative, the value in the ‘Reference Range’ column reflected on the COVID test result documentation, will always state “Negative”.