



DOCTORS

SOUTH MELBOURNE

Patient Test Results FAQs

We follow an efficient process for reviewing and reporting test & investigation results. We prioritise confidentiality, safety, and timely delivery of results to support continuity of care.

When will I get my test results?

Most results are reported back to your GP within 2 – 7 days.

The timing depends on factors including:

- When you had the test done
- What it was for, and what type of test was conducted
- If your GP requested any other related tests to be completed

If you haven't heard back from your GP after a week, please call our friendly reception staff. They'll do their best to determine why your results may be delayed.

A common cause of delays is when patients don't complete all their requested tests. Your GP can't make a diagnosis without having interrelated tests on hand and won't notify you until you complete all ordered tests.

Your GP won't order unnecessary tests.

How will I receive my test results?

The outcome of your tests determines how your GP will notify you of the results.

1. Results are normal or as expected

If no follow-up appointment is necessary, your GP may text you from the clinic.

2. Results are normal, yet please return for review

You'll receive a text from the clinic asking you to schedule a review appointment.

3. Results are not normal

You'll receive a text to make a non-urgent appointment, ideally within two weeks.

We can't release abnormal results until your GP has explained them to you.

In urgent cases, we'll call you to ask you to schedule a review appointment.

For critical or very urgent results, we'll contact you immediately. If we can't reach you, we may contact your emergency contact.

Our reception team aren't medically trained and cannot view, interpret, or issue results without a GP's direction.

Why do I need another appointment if my results are normal or not urgent?

If you're having tests to investigate a symptom or problem, you'll often need another appointment to discuss the results.

Even if the results are normal, your GP may need to assess whether further examination or investigations are required. They also may want to discuss options and next steps to ensure a high level of care.

Your GP needs dedicated time to focus on providing the best care for you. They can't do this over a quick phone call.

We value your time and will only ask you to return for a review appointment if necessary.