



myLabWorks FAQ

Got questions? We've Got Answers.

While myLabWorks is a simple, easy-to-use service, we understand there may be some questions you want answered before you decide to register.

Will I see all my test results?

We're pleased to share with you the tests that will give you a snapshot of your overall health. Sensitive results for tests such as hepatitis, drugs of abuse or HIV will not be displayed on the myLabWorks portal and report.

Who has access to my lab report?

Only you have access to your myLabWorks report, and it is only produced after you register for your account. Your insurance company receives a separate lab report for underwriting purposes.

What happens if my lab results are not normal or impacts how my insurance application is assessed?

Having values outside of the normal range may or may not be significant to your health and should be discussed with your healthcare provider. If the lab results impact your insurance assessment, you will be contacted by your advisor with details.

Why do I need to give you my personal information to register?

Having your personal information allows us to confirm your identity and match it against our records to authenticate you.

Who else can see this personal information?

Only authorized Dynacare employees are allowed to access it when necessary. Our Information Technology department follows strict procedures and protocols to safeguard your personal information, including internal firewalls, virus monitoring, encryption, and secure connectivity between your web browser and the myLabWorks site.

Will you share my information with other companies, including marketers?

No, we do not share or sell personal information. Please visit the myLabWorks website for more details about the privacy policy of Dynacare.

After I view my test results in myLabWorks, who can I call to discuss the results?

As both Dynacare and your insurance company do not provide medical advice, diagnosis or treatment, we advise you to consult your healthcare provider if you have any questions about the results in your lab report.