

Healthcare Portal User Guide

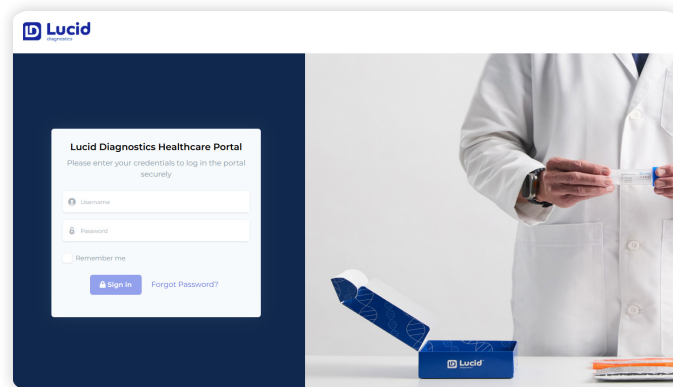
Lucid Diagnostics Healthcare Portal — View EsoGuard® Test Results and Track Patient Outreach

Logging In

 HealthcarePortal.LucidDx.com

- 1 Open the portal link in your browser
- 2 Enter your username
- 3 Enter your password
- 4 Select 'Sign in' to access your Dashboard

Forgot your username or password? Use **Forgot Password?** on the login screen, or contact Client Services at ClientServices@LucidDx.com / **888-582-4339** to reset your credentials.



Search & Filters Find tests & patients fast

Use the search bar at the top of the Dashboard to locate a test or patient, then narrow results with any combination of filters.



- 1 Search for a test by sample collection date
- 2 Search for a patient by name or date of birth
- 3 Filter results by Status — e.g. Pending, Delivered
- 4 Filter results by Result Type — Negative, Positive, QNS (*Quantity Not Sufficient*)
- 5 Filter results by Collection Location
- 6 Filter results by Event ID
- 7 Filter results by Practice Location/Physician

Navigating the Dashboard

Every patient associated with your practice is listed on the Dashboard.

Click row or  icon to see details

50 entries per page

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SR NO	PATIENT NUMBER	BARCODE #	COLLECTION LOCATION	EVENT ID	PATIENT NAME	PATIENT DOB	PHYSICIAN	PRACTICE	COLLECTION DATE	REPORT DATE	STATUS	RESULT	PATIENT CONTACTED	COMMENTS	PATIENT REPORT
1	PT-116532	29487521	CYFT	12345677	Michael Anderson	06-14-1958	Dr. Emily Carter	Coastal Digestive Health	07-10-2026	07-10-2026	Report Delivered	Negative	Yes	See comments	
2	PT-116533	67748989	CYFT	12345678	John Doe	03-22-1960	Dr. Michael Anderson	Pacific GI Associates	07-10-2026	07-10-2026	Report Delivered	Positive	No		

Expand how many records display

View or download an **individual report** using the report icon in the Patient Report column

Download all patient data as **PDF** or **CSV**

Patient Records & Comments

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1	PT-116532	29487521	CYFT	12345677	Michael Anderson	06-14-1958	Dr. Emily Carter	Coastal Digestive Health	07-10-2026	07-10-2026	Report Delivered	Negative	Yes	See comments	

HOME PHONE NUMBER

MOBILE PHONE NUMBER

EMAIL ADDRESS

ADDRESS

COMMENTS (MAX 500 CHARS - SHARED ACROSS PORTALS)

PATIENT CONTACTED?

Save

Click a patient row to **expand full details** — home & mobile phone, address, and email.

Use the **Comments** field to document any patient-specific notes or instructions, then select **Save** to retain them.

Updating “Patient Contacted” Status

The **Patient Contacted** field defaults to “No” when the report is delivered.

After the physician or authorized office staff has contacted the patient, change the field to “Yes”.

SR NO	PATIENT NUMBER	BARCODE #	COLLECTION LOCATION	EVENT ID	PATIENT NAME	PATIENT DOB	PHYSICIAN	PRACTICE	COLLECTION DATE	REPORT DATE	STATUS	RESULT	PATIENT CONTACTED	COMMENTS	PATIENT REPORT
5	PT-116535	46626662	CYFT	12345680	Lisa Brown	02-17-1962	Dr. Christopher Lee	Harborview GI Group	07-10-2026	07-10-2026	Report Delivered	Positive	No		

EMAIL ADDRESS

PATIENT CONTACTED?

Save

Revised Reports

A ⓘ beside a result status means a **Revised Report** has been issued; the revised report uploads to the patient’s record automatically.

5	PT-116535	46626662	CYFT	12345680	Lisa Brown	02-17-1962	Dr. Christopher Lee	Harborview GI Group	07-10-2026	07-10-2026	Report Delivered	Positive	No	
6	PT-116536	70001316	CCC	12345681	James Miller	09-09-1959	Dr. Amanda Davis	Riverside Digestive Health	07-10-2026	07-10-2026	Report Delivered ⓘ	Test Not Performed (TNP)	No	

Patient contacted *before* the revision?

Patient Contacted reverts to “No” so the physician knows to contact the patient again with the updated results.

Patient contacted *after* the revision?

No action needed — the status stays unchanged.



HIPAA & Portal Security Best Practices

- Access the portal only for legitimate business purposes and only when the information is necessary to perform your job responsibilities.
- Never share your username and password credentials with anyone.
- Each user is responsible for all activity performed under their account.
- Do not use another individual’s login credentials or allow others to access the portal using your account.
- Always log out of the portal or lock your workstation when leaving your computer unattended, even for a short period of time.
- Do not leave patient information visible on your screen where it can be viewed by unauthorized individuals.
- Access only the minimum necessary patient information required to perform your assigned duties.
- Do not download, print, save, or share patient information unless authorized and required for business purposes.
- Ensure all patient information is handled in accordance with HIPAA and applicable privacy and security requirements.
- Immediately report any suspected unauthorized access, privacy incident, security concern, or potential HIPAA violation.
- Users are expected to follow all HIPAA Privacy and Security requirements and maintain the confidentiality, integrity, and security of patient information at all times.