



## Common errors

Are you having problems retrieving your findings?  
Below you will find interesting facts about errors:

### **Why do I have to report to the laboratory for identification?**

The identification in the laboratory is necessary because the data you entered does not match the data stored in our system.

The respective collection point transmits your data to us. If there has been an error in the recording of your data, you can contact the laboratory responsible for the correction.

### **Why are my findings not found?**

Please check your data for incorrect entries first. Make sure that you have entered them correctly and check all characters; example: 0 (zero) and O.

If all entries are correct, then the sample material has either not yet arrived in the laboratory or the order code has not been registered yet in our findings system. In this case, please be patient and try again later.

If you do not receive a status such as "in processing" after 24 hours, please contact your laboratory.

## Frequently asked questions

Below you will find answers to the most frequently asked questions:

### **How does the retrieval of findings work?**

When your sample is taken, you will receive a receipt with a QR code or order code that can be clearly assigned to the laboratory order. You have two options for retrieving your test result:

If you would like to retrieve the result with your smartphone, use our app for easier operation. If you would like to retrieve the result via a browser, call up the URL printed on your accompanying certificate.

The result is transmitted simultaneously in both applications.

### **Where can I find my order code?**

You can read the order code from your accompanying slip. You will receive this either in your doctor's surgery, in one of our direct laboratories or in your test kit received by post. If you have not received the order form, please actively ask for it. Without the order code, we cannot give you any information for data protection reasons.

### **What are the requirements for using the web interface?**

An active internet connection is required for retrieving findings on the web interface.

### **What are the requirements for using the Pat.App?**

To install the app, at least operating system version 9 is required for Android devices and at least version 13 for iOS devices. You also need an active internet connection to retrieve your results for



the first time. Once the result has been retrieved, you can also access it without an internet connection.

**What data do I need to access my findings online?**

You will need your order code and date of birth to retrieve your findings.

**When can I call up my findings status and result?**

Reporting times can vary. As a rule, the runtime is 24-48 hours after receipt of the sample in the laboratory, in exceptional cases it may take longer. Immediately after receipt of your sample in the laboratory, you can check the status of the findings via the app or homepage.

**Can my findings be sent to me by e-mail?**

Sending by e-mail is not permitted for data protection reasons. You can download your findings as a PDF and print them out at any time via our website or app.

**What do I do if the result is positive?**

In case of a positive result, please contact your doctor. The positive result will also be reported to the responsible public health department in accordance with the Infection Protection Act, which will contact you.

**What does the findings status "Sample in progress" mean?**

This means that your sample has arrived at the laboratory and is now being analysed as quickly as possible. However, due to the current situation, this may take 24-48 hours, or even longer in extreme cases.