



November 13, 2020

Dear Heidelberg Community,

Many thanks to everyone who came out for the Ohio National Guard COVID-19 testing on campus yesterday. We had a great turnout and were able to test approximately 575 students, faculty and staff.

While the process ran smoothly, some of those who were tested in the earlier time slots did not receive information about obtaining test results, so we wanted to provide that to you here. Please remember that it takes the lab 2 days to process results after testing samples are received. Typically, results are available in 48-72 hours after testing.

To get your results:

1. Text MAKO to 66349
2. If you don't have a smartphone, go to <https://mako.luminatehealth.com>

Here are a couple of other tips from MAKO Medical to expedite receiving your test results:

- If you make a mistake setting up your results portal, it could take days to reset. MAKO uses a different company and has no control over the portal so be very careful when registering.
- DO NOT call the lab unless it has been at least 4 days. Because of the pandemic, the volume of calls is very high and wait times could be long.
- Texts sent by Luminate Health are not encrypted and others who have access to your phone will be able to see the texts.

If you have any questions, call Stoner Health & Counseling Center at 419-448-2041. Stay safe and healthy, everyone, and best wishes as we all push toward the Nov. 20 finish line for on-campus classes for the Fall Semester.

Sincerely,

Dr. Chris Abrams
Dean of Student Affairs

Janelle Baldosser, CNP
Director of Stoner Health & Counseling Center