



Complete your outside labs with Marathon Health

How to submit an outside lab order & schedule an appointment in the Marathon portal

Step 1: Schedule a lab order appointment with Marathon Health

- 1 Log in to your portal at my.marathon.health.

A screenshot of the "Sign In" page on the Marathon Health portal. It features a white card with a light green border. The card has a "Sign In" title, a "Username or Email" field with a red asterisk, a "Password" field with a red asterisk and a "SHOW" eye icon, a "Forgot Password?" link, a "Sign In" button, and a "Register My Account" button.

- 2 Select **Schedule an appointment**.

A screenshot of the Marathon Health dashboard showing five buttons: "Schedule an appointment" (purple), "Send a message" (white), "Refill a medication" (white), "View Appointments" (white), and "View your health records" (white). Each button has a corresponding icon.

- 3 Select the member the outside lab is for.

Who is the visit for?*

A screenshot of a dropdown menu with the text "Link to Family Members" and a downward arrow icon.

4 Under What is the reason for your visit?, type in **Outside Lab Order**.

What is the reason for your visit?*

If this is an emergency, call 911. If you're unsure, check out our list of [emergency reasons](#).

Please call your health center at [866-434-3255](#) if your visit is related to an injury from a **work-related** or **motor vehicle accident**.

Select a Common Visit Reason or Search All Visit Reasons

[Hide Common Visit Reasons](#)

 Sick/Symptom Visit

 Annual Physical

 Mental Health

[About Annual Physical](#)

[About Mental Health](#)

 Health Coaching

 Chronic Condition Visit

[About Health Coaching](#)

 Outside Lab Order

5 Click on **Outside Lab Order** to confirm visit type.

Outside Lab Order

6 Before uploading your outside lab order, you need to schedule a lab appointment time. Be sure to schedule the appointment for at least one business day after submitting the lab order.

To schedule a lab appointment:

a. Click on **In-Person Visit**

b. Search for an appointment by finding a lab location. You can search for appointment options by clicking on Home, and then selecting your preferred distance.

 Outside Lab Order

View our [complete list](#) of visit reasons.

What visit type will you need?*

 **In-Person Visit**

Search for appointments near you

Select a location and search radius for nearby health centers.

Patient Location

☒ Home ☐ Other

Preferred Distance

☒ 10 miles ☐ 25 miles ☐ 50 miles ☐ 100 miles

Search Availability

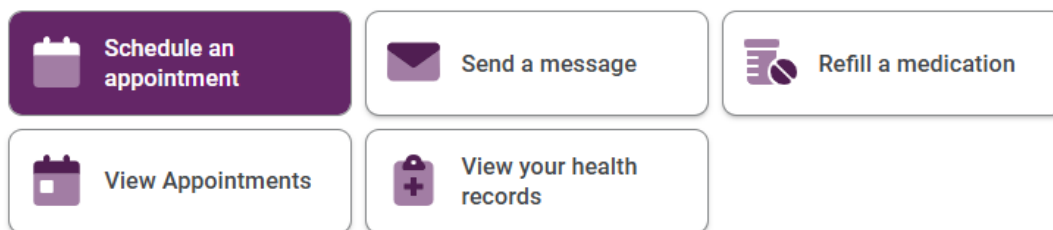
Step 2: Submit Outside Lab Order

You can submit outside lab orders in one of three ways:

- 1 Option 1 – In-person lab order drop-off:** Drop off a copy of your lab order at the Marathon Health Center you have an appointment with at least one day before your appointment.
- 2 Option 2 – Fax:** Ask the ordering provider to fax the lab order to Marathon Health. You can call Marathon's Patient Support Team at 866-434-3255 to obtain the appropriate fax number.
- 3 Option 3 – Portal message (recommended – easiest option):** You can upload your lab order through the patient portal. *Further instructions can be found on the next page.*

To send a portal message:

- a. Log in to your portal at my.marathon.health.
- b. Select **Send a message**.



- c. Select the member the outside lab is for.

New Message

If this is an emergency, **please call 911** or go to the emergency department nearest you.

☐ Send message on behalf of a child or dependent.

- d. Under **Message Reason**, select **Upload a Medical Document or Lab Order**.

Upload a Medical Document or Lab Order

e. Select the **location** and **health center** where you scheduled the appointment for the lab work.

New Message

If this is an emergency, **please call 911** or go to the emergency department nearest you.

Message Reason *

Upload a Medical Document or Lab Order



Select Location *

IN - Bloomington



Select Health Center *

Marathon Health at Bloomington East MH



Subject: Upload a Medical Document or Lab Order

f. Attach a copy of the lab order and send the message at least one day ahead of your lab visit.

Subject: Upload a Medical Document or Lab Order

All messages sent to your health center are reviewed by a health center team member. If the message requires follow-up from a provider, it will be forwarded. A staff member will respond to your message within 1-2 business days.

New Message here

0 / 4000

Cancel

Save Draft

Attach File

Send Message

Note: The outside provider who ordered the labs will be notified of the results by the lab. Labs will not be sent to Marathon Health.