Missouri Department of Health and Senior Services
P.O. Box 570, Jefferson City, MO 65102-0570 | Phone: 573-751-6400 | FAX: 573-751-6010
Relay Missouri: Dial 711 to access services for those with hearing or speech impairments

Sarah Willson
Director

Mike Kehoe
Governor

March 2, 2026

Subject: IMPORTANT NOTICE Regarding Upcoming Changes to Report Delivery

Dear Valued Partner,

At the Missouri State Public Health Laboratory (MSPHL), we are committed to providing you with accurate, secure, and timely laboratory reports. To enhance the security of patient information and ensure the most efficient delivery of your data, we are transitioning to a more modern reporting standard.

Effective April 15, 2026, the MSPHL will implement the following updates to our report delivery policy:

- **Fast, Secure Portal Access:** We strongly encourage all submitters and providers to utilize our secure web portals. These portals provide the fastest possible access to your reports—available in near-real-time as soon as they are authorized by scientific staff—often days before a paper report would arrive by mail.
- **Transition Away from Verbal Reports:** To ensure the highest level of accuracy and protect sensitive information, MSPHL will no longer provide verbal reports over the phone. This change is necessitated by significant liability risks and the inability to accurately verify a caller's identity in a secure manner. This policy prevents the risk of misinterpretation and ensures clinical decisions are based on verified, written data. (Note: Critical/high-risk reports will continue to be called out by our scientific staff).
- **Paperless Initiative:** As part of our commitment to efficiency, we are prioritizing electronic delivery. Reports will no longer be routinely mailed to providers. Submitters who currently utilize our web portals will also transition to electronic-only reporting.

Commitment to Accessibility We recognize that some partners may have limited access to technology. Additionally, for private citizens requesting environmental testing (such as private water), the web portal may not be the most practical solution for receiving data. In these specific cases, the MSPHL will continue to provide paper reports via mail to ensure there is no disruption in access to critical health and environmental information.

Why the change? By using our web portals, you gain near-real-time access to reports the moment they are released in our laboratory. This eliminates mail transit time, reduces administrative burden, and provides a centralized, searchable history of your laboratory data.

How to prepare: If you have not yet enrolled in our web portals, please visit our website or contact our Informatics team as soon as possible. We are here to assist you in making this transition seamless so you can begin enjoying the benefits of near-real-time report access.

- **Online Enrollment:** https://health.mo.gov/lab/reports.php
- **Email:** MSPHLInformatics@health.mo.gov
- **Phone:** 573-751-3334

Thank you for your collaboration in our mission to protect, partner, and promote health by delivering quality public health laboratory services.

Sincerely,

Adam Perkins
Laboratory Director
Missouri State Public Health Laboratory