

April 10, 2020

COVID-19 Results and Discharge Instructions

Waiting for & Accessing COVID-19 Test Results

While you wait for your COVID-19 test results, you **must** stay at home and self-isolate. There are a few ways for you to receive your results – the choice is yours and strictly based on your preference.

TORONTO PATIENTS

- a. Every patient will receive a phone call from a Toronto Public Health representative informing you of a positive (which means you have the virus) result as soon as they receive the result (usually within 5 days; sometimes less depending on the lab).
- b. Patients with a negative (which means you DO NOT have the virus) COVID-19 swab WILL NOT be contacted by Toronto Public Health. For those wishing to obtain their results and have not been contacted, they can contact the Toronto Public Health at (416) 338-7600 and follow the prompts.

PEEL REGION PATIENTS

- a. Every patient will receive a phone call from a Peel Public Health representative informing you of a positive (which means you have the virus) result as soon as they receive the result (usually within 5 days; sometimes less depending on the lab).
- b. Patients with a negative (which means you DO NOT have the virus) COVID-19 swab WILL NOT be contacted by Peel Public Health. For those wishing to obtain their results and have not been contacted, they can use one of the options below.

ALL PATIENTS

In addition, you can receive results from:

- 1) William Osler Health System (Osler) Patient Portal - MyChart
- 2) Your Family Physician
- 3) Ontario COVID-19 Results Portal
- 4) By contacting the Osler Health Information Management Department

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Details below:

- If you have an existing MyChart account or have recently signed up by providing a registration clerk with your email address, your results will be uploaded to your account under “Clinical Notes” which can be accessed within the Main Category of “Clinical Records.” MyChart will include information on what to do while waiting for your result and what actions to take based on the nature of your result.
- Your Family Physician will receive a copy of your result.
- You can visit the Ontario Results Portal that is accessible through <https://covid-19.ontario.ca/> and enter your health card and additional information for your results.
- You can email William Osler Health System at roi@williamoslerhs.ca or call (905) 494-2120 ext. 58864 Mon- Fri 08:30-4:30pm to request a copy of your results. This includes a confidential voicemail box for messages which will be returned the next business day. Please be advised that you will be required to email or fax 2 scanned and witnessed copies of identification (1 requiring a picture) and sign a release form prior to receiving your result. You can access the release form using the following link: <http://www.williamoslerhs.ca/docs/default-source/patients-and-families-documents/consent-to-disclose-transmit-access-or-examine-personal-health-information-.pdf?sfvrsn=4>

Discharge Instructions for all Osler Patients with COVID+/Suspected Results

Once you are aware that you have tested positive (which means you have COVID-19):

- You **must** remain in self-isolation. You **must** remain indoors.
- **Self-isolation means:**
 - Live in a single room if possible, reduce close contact with family members as much as possible, eat separately, and wash your hands before and after eating, using the bathroom, and after coughing or sneezing.
- Your household contacts (the people who live with you) should also be in self-isolation.
- Self-isolation for both yourself and family members should be for 14 days.
- Public Health and, if you are a Health Care Worker, your organization's Occupational Health Safety (OHS) Department will call you at home over the next few days to check up on you. The Public Health or OHS nurse will ask you about your symptoms. For Health Care Workers you will require 2 negative swabs @ least 24 hrs apart before returning to work.
- When you no longer have any symptoms, Public Health or OHS will arrange for repeat nasal swabs to be done to see if you are still carrying the virus.
- You will be provided with surgical masks for travel home and back to testing centre.
- See Public Health Information for more self-isolation details.
<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/covid-19-how-to-isolate-at-home.html>

If you were admitted or assessed, got tested, but the test results are not yet available:

- You **must** remain in self-isolation. You **must** remain indoors.
- **Self-isolation means:**
 - Live in a single room if possible, reduce close contact with family members as much as possible, eat separately, and wash your hands before and after eating, using the bathroom, and after coughing or sneezing.

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- Your household contacts (the people who live with you) should also be in self-isolation.
- See Public Health Information for more self-isolation details.
<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/covid-19-how-to-isolate-at-home.html>

If you were admitted or assessed, were tested and the results are negative (which means you do not have COVID-19):

- You can stop home self-isolation but it is strongly recommended that you continue physical distancing, handwashing, and self-monitoring your symptoms.