

Retrieving Your COVID-19 Test Results

For Visitors to Long-Term Care Homes

For added protection to our home's community, long-term care homes must ensure that support workers, caregivers and general visitors show proof of a negative COVID-19 test result and verbally attest to not subsequently having tested positive as required under the Minister's Directive: COVID-19: Long-Term Care Home Surveillance Testing And Access to Homes, effective November 23, 2020.

You can get tested at [an assessment centre or pharmacy](#)

<https://covid-19.ontario.ca/assessment-centre-locations>

The following are the steps you can take to retrieve your test result. On average, test results are made available on the COVID results viewer 2 days after a test is conducted.

You can access your test results online: <https://covid-19.ontario.ca/index.html>

- All you need is your green Ontario health card, with its number (on the front) and 9-character code (on the back)
- Just click **Check Your Results**, include your health card information and click **Verify Patient**
- You can then:
 - Show your online results on your handheld device as you enter the building (you can take a picture of the screen from your mobile phone or present the results from your mobile phone browser)
 - Or, use a computer at our long-term care home that you will find as you enter the building, so you can pull up your results
 - Or, print a screen shot of your results in advance to show as you enter the building

If you cannot access your results online, we recommend:

- You ask the assessment centre or pharmacy that conducted your test for a printed copy of proof of the results

Providing Results Through the Patient Results Viewer

Use this option if...

- The caregiver, support worker or general visitor has a green and white health card



There are several ways that a caregiver, support worker or general visitor can demonstrate that they have received a negative COVID-19 test result. See below for three ways through the Patient Results Viewer.



The privacy design of the Patient Results Viewer will only display the first name and the last four digits of the health card.

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On your mobile phone

- Step 1:** Access <https://covid-19.ontario.ca/index.html> from your mobile phone browser.
- Step 2:** Scroll down on the page and click on **Check your results**. Follow the instructions on the page.
- Step 3:** On the next page, verify your health card information. Once you have completed all required fields on the form, Click the **Verify Patient** button to view your test result.
- Step 4:** When you are on the test result page, take a picture of the screen from your mobile phone to demonstrate your negative test result to the long-term care home.

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On LTC Home's Computer

- Step 1:** Log on to a computer made available to visitors at the long-term care home.
- Step 2:** Open browser (MS Edge, Chrome, or Firefox) and type <https://covid-19.ontario.ca/index.html>
- Step 3:** Scroll down on the page and click on **Check your results**. Follow the instructions on the page.
- Step 4:** On the next page, verify your health card information. Once you have completed all the required fields on the form, Click the **Verify Patient** button to view your test result.
- Step 5:** When the test result displays on the screen, you can show it as proof to the long-term care home.

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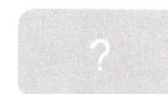
Screen print from the Patient Result

- Step 1:** Open browser (MS Edge, Chrome, or Firefox) and type <https://covid-19.ontario.ca/index.html> from your home computer.
- Step 2:** Scroll down on the page and click on **Check your results**. Follow the instructions on the page.
- Step 3:** On the next page, verify your health card information. Once you have completed all information on the form, Click the **Verify Patient** button to view your test result.
- Step 4:** When the test result displays, right click on the page and select **Print**, then **Print to PDF**. Follow the instructions on the screen to save the document on your desktop.
- Step 5:** You can take a print out to the long-term care home as a proof of your test result.

How to Access Your Results If an Individual Has a Red and White Health Card Or Does Not Have a Health Card

Use this option if...

- *The caregiver, support worker or general visitor has a red and white health card*
- *The caregiver, support worker or general visitor does not have a health card*



If the caregiver, support worker or general visitor does not have the green and white health card, they will not be able to access results in the Patient Results Viewer.

If this is the case, the caregiver, support worker or general visitor needs to contact the location where they performed the COVID-19 test (assessment centre, pharmacy, or ordering clinician) to retrieve the result.

Please note that it may take up to 48 hours for results to be available.

If you cannot access your results online, we recommend:

- You ask the assessment centre or pharmacy that conducted your test for a printed copy of proof of the results
- An authorized LTC staff member contact the Issue Management mailbox COVID-19.diagnostics@ontariohealth.ca if the test result cannot be found