

# CHECKING YOUR NEGATIVE COVID-19 TEST RESULTS ONLINE

**For any questions about COVID-19 symptoms or self-isolation:**

Please refer to the Government of NL COVID-19 website: <https://www.gov.nl.ca/covid-19/>.

## FAQS

**I entered the information on my MCP card, but received the message: Patient Information Entered Does not Match a Patient Record. What should I do?**

This message means we cannot find a patient record matching the information entered in the form. For most people, this happens when you have made a mistake entering your information. Please check that all the information you entered matches your MCP card. For example it is common for people to make a mistake with the Date of Birth entry, the MCP Expiry Date entry, or when entering the MCP number. As well, while some people may use a middle name for most purposes, the data we have on file will match the first name as provided on your MCP card.

**I entered the PIN number, but received the message: Patient Information Entered Does not Match a Patient Record. What should I do?**

This message means we cannot find a patient record matching the information entered in the form. For most people, this happens when you have made a mistake entering your information. Please check that all the information you entered matches the label on the handout provided to you at the testing site and your demographics. For example, it is common for people to make a mistake with the Date of Birth entry, selecting the wrong Regional Health Authority location, or when entering the PIN number.

**Two swabs were taken at the testing clinic. One is for a rapid test. Will this result be available online?**

The rapid test provides a presumptive test result. Rapid test results are not available on this website. Only confirmed negative test results are displayed. Presumptive test results are not displayed.

## How do I find out if I tested positive? Will the website tell me?

The website will only show negative results at the current time. If you test positive for COVID-19, a member of public health will call you. Please remember that it might take up to five days for your test result to be available, whether it is positive or negative.

## I do not have an MCP number. How do I get my result?

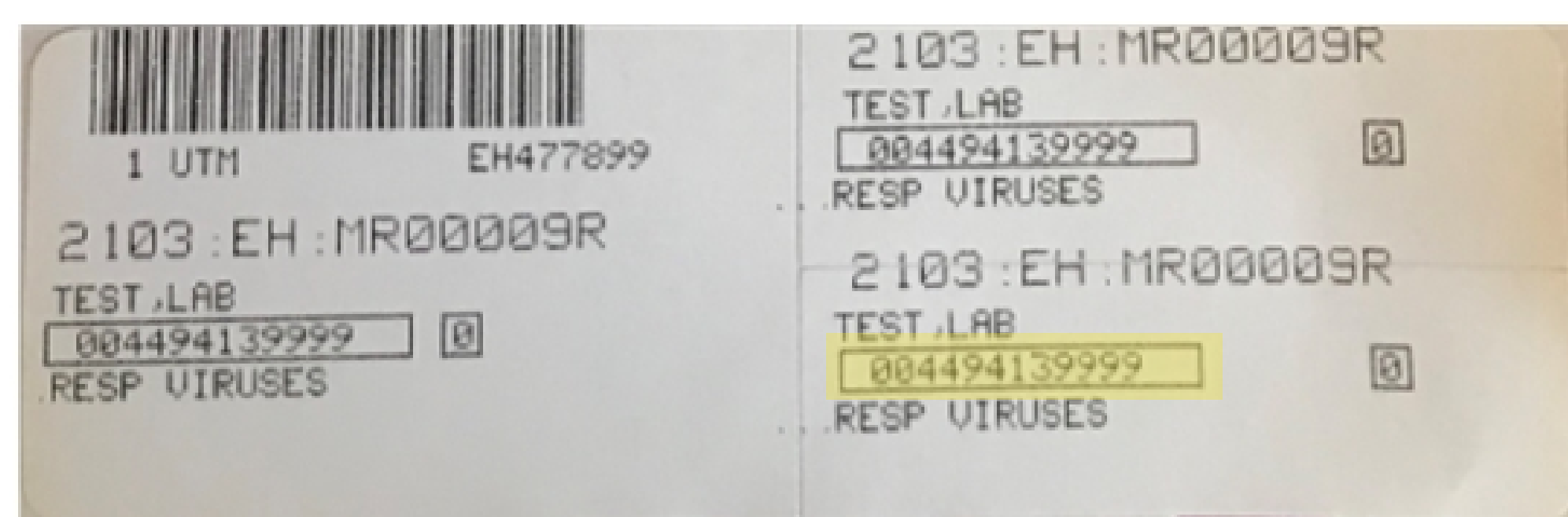
If you **do not** have an MCP number, you will be provided with a PIN number at the testing site. This number will be located on the back of the handout you receive at the site. Please click the link at the top of the webpage to access the PIN entry form. You can also contact the phone number provided to you at the testing site. Please remember it may take up to five days for your result to be available, whether it is positive or negative.

## What if my MCP is expired?

You must have a valid MCP number and expiry date to receive your results on this website. If your MCP is **expired**, you should contact the phone number provided to you at the testing site. Please remember it may take up to five days for your result to be available, whether it is positive or negative.

## I do not have an MCP number, how do I find the PIN number?

You will be provided with a PIN number at the testing site. This number will be located on the back of the handout you receive at the site. The picture below is an example of a highlighted PIN located on the back of a handout. (*NOTE: The highlighted number may look different depending on the testing site location*).



You can also contact the phone number provided to you at the testing site. Please remember it may take up to five days for your result to be available, whether it is positive or negative.

## I do not have an MCP number, but I have a Health Care Number from another province. Can I get my result on this webpage?

You must have a valid MCP number or PIN to receive your results on this website. If you do not have an MCP number, you will be provided with a PIN at the testing site. This number will be located on the back of the handout you receive at the site. You can also contact the phone number provided to you at the testing site. Please remember it may take up to five days for your result to be available, whether it is positive or negative.



## **I entered my PIN, and I am being asked to select the Regional Health Authority. How do I find this?**

If you are unsure of the Regional Health Authority, please refer to the logo on the front of the handout you received at the testing site. The below list will guide you on which location to select.

Select **Central Health (CH)** from the drop down list if the logo is:



Select **Eastern Health (EH)** from the drop down list if the logo is:



Select **Labrador-Grenfell Health (LH)** from the drop down list if the logo is:



Select **Western Health (WH)** from the drop down list if the logo is:



## **My test occurred four days ago, but my result is still not available. What does this mean?**

Please remember it may take up to five days for your result to be available, whether it is positive or negative. If you do not see your test result, please check back again within 24 hours.

## **How long do I have to wait to get my test result online?**

It may take up to five days for your result to be available, whether it is positive or negative. If you do not see your test result, please check again in 24 hours.

## **My family was tested together three days ago. Two people have received results, but mine are still not available. What does this mean?**

Please remember it may take up to five days for your result to be available, whether it is positive or negative. Sometimes tests may be run in different batches, even if collected at the same time. If you do not see your test result, please check back again within 24 hours.

## **I don't feel comfortable getting my result online. What are my options?**

If you cannot use the website, you should contact the phone number provided to you at the testing site. Please remember it may take up to five days for your result to be available, whether it is positive or negative.

**I reviewed my result online. Can I still expect to receive a call from public health?**

No, if you have reviewed your negative result online, a member of the public health team will not follow up with a phone call.

**I don't have access to the internet and I don't have a mobile phone. How do I get my result?**

If you do not have access to the internet, you should contact the phone number provided to you at the testing site. Please remember it may take up to five days for your result to be available, whether it is positive or negative.

**The website is not working for me. How do I get my test result?**

Please try entering your information in another browser (for example Microsoft Edge versus Google Chrome or Internet Explorer). Also, ensure you manually type in your information instead of using the auto-populate feature.

If you continue to have trouble, you should contact the phone number provided to you at the testing site. Please remember it may take up to five days for your result to be available, whether it is positive or negative.