Long-Term Care – Toolkit for Patient Viewer

December 7, 2020

Ontario Health

Purpose of the Document

The Minister's Directive requires licensees to ensure that caregivers, support workers and general visitors demonstrate they have received a negative COVID-19 test result.

The purpose of this document is to:

1   Provide guidance on how caregivers, support workers and general visitors could show long-term care homes their COVID-19 test result.

2   Provide explanations and guidance on the various reference materials / guides that exist for the Patient Results Viewer.

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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 heath card.

1 — 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.

2 — 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.

3 — 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

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Reference Materials and Important Links

#	Document Name	Description	Target Audience	Document Link
1.	COVID-19 Test Patient Results Viewer – Patient Support Document	An overview of the online COVID-19 Test Results Website for patients who want to view their COVID-19 test results themselves.	Caregivers, support workers and General visitor	Adobe Acrobat Document
2.	How to print results from COVID-19 Patient Results Viewer	Provides guidance for printing results from the COVID-19 Patient Results Viewer for web and mobile.	Caregivers, support workers and General visitor	Adobe Acrobat Document

Contact Information	Details
Patient results – COVID-19 Viewer	https://covid-19.ontario.ca/index.html
COVID-19 test and testing locations	COVID-19 test and testing location information	COVID-19 (coronavirus) in Ontario

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