OLIS-MORE FAQs — General Public

This document provides responses to questions that the public may have about COVID-19 testing (both polymerase chain reaction (PCR) testing and ID NOW™ rapid point of care testing) at Specimen Collection Sites.

Why are you asking for my phone number?

Everyone being tested for COVID-19 in Ontario must provide a phone number so that they can be contacted if their test results are positive, and also for Public Health Contact Tracing (the process of contacting and managing individuals who may have been exposed to COVID-19, to prevent spreading the virus).

What kinds of ID will be accepted when I go for a test?

Specimen Collection Sites accept the following identification cards:

- Ontario Driver's License
- Ontario Health Card
- Ontario Photo Card www.ontario.ca/page/ontario-photo-card
- Red and White Ontario Health Card (in this case, data will need to be manually entered)

Why am I being asked for my ID?

We ask you to provide identification so that information on the COVID-19 Virus Test Requisition (the form you complete to request a test) can be accurately captured. Only your name and address information will be used, no other information will be used. If you do not have identification, you will be asked to provide this information verbally.

Why am I receiving a handout from the Specimen Collection Site?

You may receive a handout from the site. These patient instructions provide information about your COVID-19 test (i.e., specimen swab), such as the date, time, and location of your visit to the Specimen Collection Site, as well as your unique Medical Record Number (MRN) and verification code if you did not present a green and white health card. This MRN and verification code will allow you to access your results on the COVID-19 Test Results Website: covid-19.ontario.ca

What is the code on the label sticker?

The code on the label is a QR code (QR stands for quick response, which does a high-speed reading of the code) which, when scanned with your phone, will take you to the COVID-19 Test Results Website: covid-19.ontario.ca. You can access your test results on this website with an Ontario health card number

(green and white card) or with the MRN and verification code provided by the Collection Site if you do not have a green and white Ontario health card.

How do I access my results without a health card?

If you do not provide a health card number at the time of your COVID-19 test, the automated solution will generate a unique Medical Record Number (MRN) to identify your specimen sample. You can use this MRN to access your results at the COVID-19 Test Results Website: covid-19.ontario.ca.

Why do I need to use the Ontario COVID-19 Patient Website to access my results?

It is important for Ontarians being tested for COVID-19 to access their results through the COVID-19 Test Results Website (covid-19.ontario.ca) so that if their test results are positive, they can be prompted for the additional information that is required for Contact Tracing purposes. As well, if you test positive you will be able to receive a code for use in the COVID-19 Alert application.

Who should I contact if I can't find my results?

If you cannot find your results, contact the clinician who ordered your test (i.e., the Specimen Collection Site where your test was conducted) or your primary care provider (i.e., family doctor).

How will my personal health information stay safe?

Ontario's health privacy legislation, the Personal Health Information Protection Act (PHIPA), establishes a set of rules regarding your personal health information (PHI). Health information custodians who have custody or control of your personal health information are required to have in place information practices that comply with PHIPA and to act in a way that complies with those information practices.

How long will it take until my COVID-19 PCR test results are available?

The timing of Polymerase Chain Reaction (PCR) Testing varies depending on how many tests are taken across Ontario on a given day, and how much capacity each lab has available to process the results. If your COVID-19 test is positive, your local public health unit will contact you to let you know.

Who qualifies for the ID NOW™ Rapid Testing?

The ID NOW™ COVID-19 test is a rapid, molecular test that detects COVID-19 in 15 minutes or less. Results are available in the COVID-19 Results Viewer on the same day.

Ontario Health