

Ontario Health – Pharmacy Supervised Self-Collection Drop-off Job Aid

This job aid provides instructions on how Pharmacies will manage the COVID-19 Self-Collection process.

Infection Prevention and Control Measures at the Drop-Off Location

For the drop-off of a COVID-19 self-collected specimen follow the current policy/procedure on COVID-19 and other respiratory virus specimen collection, ensure staff is trained properly and maintains proper infection control.

Employers should implement a variety of measures to control potential COVID-19 exposures.

- Signage
- Physical Distancing
- Alcohol-based hand rub
- PPE- N95 or higher Medical Masks, Gloves, Eye Protection
- Good Ventilation
- Frequent cleaning and disinfection of surfaces

Who Can Self-Test?

- Anyone requiring a PCR test due to close contact or exposure, people with symptoms, outbreaks and meets the current testing guidelines.
- Individuals with Green and White Health Card only

Digital Self-Collection Kits

- The kits will come pre-assembled and are not to be used for non-digital testing. They are specific to Self-Collection with the explicit patient instructions and a bar-coded specimen tube. Your location must be fully enrolled to order the kits.

- The pre-assembled kit is composed of: biohazard bag, absorbent pad, swab (iClean swab) and bar-coded test tube (Copan media), patient instructions for access to Self-Collection portal and self swabbing.



Drop-off Location Oversight and Supervision

The drop-off location must complete the quality assurance (QA) check before the patient scans the QR Code. If the scan happens before QA and specimen cannot be sent to lab, a ticket must be opened with Ontario Health to cancel the order.

- Ensure patient is eligible
- Specimen collected time meets the testing timeframe (24 hours)
- The specimen must be pre-labelled clearly:
- The date of collection (yyyy/mm/dd)
- Patient full name
- Health Card Number or DOB (yyyy/mm/dd)
- Ensure specimen has been secured properly in a biohazard bag and sealed to prevent leakage.

Pharmacy Oversight and Supervision of QR Code Scanning and Linking

Ontario Health will provide drop-off locations with a site specific QR code and URL. The QR code scanning or entering in test kit ID in URL will link the drop-off location, ordering clinician and performing lab to patient requisition and initiate submission of e-order into Ontario Laboratories Information System (OLIS) for labs to pick up.

There are 2 approaches to linking the requisition to the Drop-off Location for submission to OLIS as an e-order for lab – QR code or Pharmacy URL:

1. Patient: Scan the Drop-off location QR code with the phone they used to complete registration on and complete submission to OLIS



2. Pharmacist: If a patient did not register on a phone or is unable to scan, the Pharmacist is to use the dedicated URL provided by Ontario Health to enter in the 9-digit test kit ID number found on the specimen tube and complete submission to OLIS

Verify Registration & Submit for Resulting

Test Kit ID: Drop-off Site: Joseph Brant Hospital - Employee Health and So

Please scan or enter the test kit ID and select a drop-off site

Submit Test For Resulting >

Specimen Storage and Transportation

Drop-off locations are responsible for storing and transporting the specimen to a licensed laboratory for processing.

- Specimens should be stored at 2 to 8°C following collection and shipped to the laboratory on ice packs.
- Collected specimens should be shipped to the lab the same day they are collected to ensure specimen integrity and a timely public health response in the case of a positive COVID-19 result.
- If transport of specimen to testing laboratory will be delayed more than 72 hours, specimens should be frozen at minus 70°C or below and shipped on dry ice.

Note: Specimens are not to be stored in a refrigerator that is used for the purpose of storing food for workers, or other medications

Specimen Packaging

Valid under section 1.39 of the Transportation of Dangerous Goods (TDG) Regulations.
Suggested Guidelines only

- Materials: Sealed plastic bag, rigid packaging (cardboard box), ice pack, and label.
- Unacceptable materials for use include: Grocery bags, Paper bags, Envelopes, File folders, gloves etc.

Use of unacceptable materials risk:

- Samples being lost/rejected by lab if improperly packaged
- Public exposure to leaking samples
- Fines issued by Transport Canada



Lab

Drop-off Locations are required to inform the lab and Ontario Health immediately of any changes to location or Ordering Clinician. Note, Pharmacy is hard-coded with Self-Collection portal, OLIS and Lab. If the information is not accurate **the digital submission will fail.**

- Courier specimen to your performing lab for testing
- Ontario Health will ensure the mapping of your drop-off location and Ordering Clinician in the Lab Information System (LIS)
- The Lab will test and accession results into Ontario Laboratories Information System (OLIS) and provide results back to the Ordering Clinician

Notify Ontario Health by emailing: labautomation@ontariohealth.ca

Drop-off Location Status Change

Any changes in Pharmacy ownership or relocation, etc. requires re-enrollment in the program. Inappropriate claim submissions from non-registered Pharmacies are subject to recovery.

- Ontario Health Contact: labautomation@ontariohealth.ca
- Ministry of Health (MOH): OPDPinfo@ontario.ca

Patient Results

- Provide patient with instructions on how to obtain their test results from the COVID-19 Results Viewer
- Additionally, the drop-off location must have a procedure in place to provide test results for patients unable to access results on the COVID-19 Result Viewer

How to access your test result using your health card

Ontario

Online Access

1. Using your device, scan the QR code, or go to <https://covid-19.ontario.ca>
2. Select **Check your results**
3. On the COVID-19 test results page:
 - Step 1 - select **Ontario health card**
 - Step 2 - select **Get It**
 - Step 3 - read the terms and **Agree and continue**
4. When prompted, enter the information from the health card
5. Enter any other required information and **Access results**

No access to online results

If you are unable to access your test result online, or have waited 4 days and don't see results online, please contact the testing location, your doctor or primary health provider to get your result.

Resources

For Support:

- Ontario Health Service Desk: 1-866-250-1554 or OH-DS_servicedesk@ontariohealth.ca
- Ontario Health, Lab Automation: labautomation@ontariohealth.ca
- Ministry of Health, Drug Branch: OPDPinfobox@ontario.ca

Need this information in an accessible format? 1-877-280-8538, TTY 1-800-855-0511, info@ontariohealth.ca.
Document disponible en français en contactant info@ontariohealth.ca