



## Automated COVID-19 Test Results Frequently Asked Questions

### Please Note:

The following questions and answers have been developed to explain the text message and voice call auto-notification system for COVID-19 test results.

### Frequently Asked Questions

- 1. Question:** How long will it take for individuals to receive automated positive and negative test results?  
**Answer:** Text message and voice call notifications will be sent between the hours of 8:00 a.m. and 10:00 p.m. within 24 to 48 hours after the testing specimens have been examined by the laboratory.
- 2. Question:** Will all types of COVID-19 testing have the opportunity to receive negative test results by text/SMS auto-notifications?  
**Answer:** This system is only for lab (polymerase chain reaction or PCR) COVID-19 testing at this time. Presently, 46 Saskatchewan Health Authority testing sites are offering automated text message and voice call notifications. Automated COVID test results are currently not available for point of care (Rapid Test) tests. The main focus will be lab testing (PCR testing) at COVID-19 drive-thru and static testing sites.
- 3. Question:** Where can individuals view their COVID test results?  
**Answer:** In addition to automated COVID test results, individuals can read their COVID test results on [MySaskHealthRecord](#) at [eHealthSask.ca](#). Positive COVID-19 text message and voice call message notifications will be followed up with a phone call from Public Health or a Community Health Nurse within 24 to 48 hours. Additionally, Public Health will provide the individual with further direction on self-isolation, masking and contact tracing.
- 4. Question:** How is patient information being kept private and will the data collected be used for additional SHA messages in the future?  
**Answer:** The data collected for text message and voice call notification will not be used for any other purpose than sending the negative or positive result. The data collected for text message and voice call notification will NOT be stored for the purpose of future use and will only be stored as a record of that unique notification.
- 5. Question:** How will a patient know if the text message and voice call notification is from the Saskatchewan Health Authority?  
**Answer:** The negative and positive COVID-19 test results will be easily identified with the short code 89364 for text messages or 306-655-4603 for voice call messages. In the text message and voice call message, the content will also state 'URGENT MESSAGE from the Saskatchewan Health Authority', along with a mention of a first name and the collection date.
- 6. Question:** Does each patient need to use their own phone number to receive negative or positive COVID test results by text message or voice call?  
**Answer:** Parents/guardians can receive results for dependents under the age of 18 years old. Each individual test result will be delivered by an individual text message or voice call, which means you may receive multiple texts or voice calls if you provide a single telephone number for your family unit. Each text message and voice



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call message will be identified by the first name of the individual who has tested positive.

- 7. Question:** Is a patient able to receive positive or negative COVID test results by text message and voice call to a telephone number that is not theirs (i.e.: receiving test results for a family member or friend who does not have a phone)?

**Answer:** It is up to the patient to determine which phone number they choose to provide the SHA and how they wish to receive their result. The patient also needs to understand the privacy risks of sending their information to someone else's telephone, as well as if the receiver deletes it and doesn't tell the intended recipient that the message was received. This action is not recommended – we recommend they send the test results to their own phone providing they have one.

- 8. Question:** Will this system work with any phone number?

**Answer:** Anyone with a North American phone (i.e. Canada or U.S.) will be able to receive a text message or voice call. There may be a cost for U.S. phones (possibly some non-Saskatchewan phones), depending upon the individual's telephone plans.

- 9. Question:** Will there be a charge to receive positive or negative COVID-19 test results by text message or voice call?

**Answer:** The Saskatchewan Health Authority does not charge to send any COVID-19 test result. Whether your telephone provider charges you will depend upon your phone plan. If you are not charged for sending and receiving text messages to your friends and family than you will most likely not be charged. If you answer a cell phone call from outside your local calling area, there may be a long distance charge.

- 10. Question:** Will this auto-notification system work with all cellular phones (Apple, Android, and Blackberry) and telephones?

**Answer:** Yes auto-notification will work with any mobile device or telephone that is capable and setup to send and receive text messages or voice calls. Telephones that use landlines will not receive text messages.

- 11. Question:** What if I have set up to block anonymous texts on my cellphone or telephone?

**Answer:** To receive your result via text message or voice call you will need to change your anonymous text message/call blocking settings on your phone, as the message will be coming from the SHA number 89364 or 306-655-4603 but it may not be a number your phone is set to recognize.

- 12. Question:** What if my results show up on my phone display and others see?

**Answer:** If you receive your test result through text message, your result could be displayed on your phone's screen through a text message by anyone who has access to your phone. Please adjust the settings of your phone to meet your privacy preferences.

- 13. Question:** Who is assisting with the distribution of the negative and positive COVID-19 text message and voice call test results and how long do they keep the data that is collected?

**Answer:** A third party is assisting with the distribution of all COVID-19 text message and voice call test results. The data is kept in a Canadian data centre for 60 days after the notification is sent.

- 14. Question:** Why does the data collection for the negative and positive COVID-19 test result auto-notifications



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not include all of the testing sites across Saskatchewan and only the selected 46 testing sites?

**Answer:** Phase one of implementation is the 46 SHA test sites that have established practices for using the electronic requisition form which will allow us to collect the data needed to provide an automated result to the patient. We will be closely evaluating this new process and will look for opportunities to expand if needed.

15. **Question:** What if I have a negative test result, can I stop any isolation requirements?

**Answer:** Once you have received your negative test result, if you have symptoms of COVID 19, even if they are mild, you will need **SELF-ISOLATE** until your symptoms have been gone for 48 hours.

If you are returning from travel outside of Canada refer to [Government of Canada COVID-19: Travel, testing, quarantine and borders](#) for the latest requirements.

If you have **NO** symptoms after 48 hours and have **NOT** been deemed a close contact by Public Health you do not need to isolate. Please monitor for symptoms and if you develop symptoms, contact HealthLine 811 to be retested or visit a drive through testing site.

16. **Question:** What if I am a close contact to a positive COVID-19 case?

**Answer:** Unvaccinated or partially vaccinated close contacts of individuals that tested positive for COVID-19 will also be legally required to **SELF-ISOLATE** for 10 days after the last exposure to someone diagnosed with COVID.

Fully vaccinated individuals identified as a close-contact of a positive case will not be required to self-isolate, but will be required to self-monitor, self-isolate and seek testing at the first sign of COVID-19 symptoms.

17. **Question:** What do I do if I test positive?

**Answer:** Saskatchewan has enacted a public health order mandating that anyone that tests positive for COVID-19 self-isolate for 10-days after the date your symptoms started or the date of your test if you do not have any symptoms.

Positive COVID-19 text message and voice call message notifications will be followed up with a phone call from Public Health or a Community Health Nurse within 24 to 48. Additionally, Public Health will provide the individual with further direction on self-isolation, masking and contact tracing.

- Pay attention to your health and how you are feeling. You can call HealthLine 811 anytime to get advice about your symptoms and whether you should seek additional medical care.

If you are advised to seek primary health care services from your physician or at a clinic, call ahead and tell the clinic you are coming in and that you are self-isolating due to COVID-19. You can leave your home for a medical emergency. Wear a mask and notify screeners that you are positive for COVID-19.

- If you develop severe symptoms of significant shortness of breath, severe difficulty breathing, new or worsening chest pain or sudden onset of confusion, **CALL 911 or go to an emergency room.**

# COVID-19



**TEST TO PROTECT** 

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- If you must go to a healthcare facility for urgent care, wear a mask and answer 'yes' that you have tested positive in the past 10 days.

For more information please visit <https://www.saskatchewan.ca/covid19>

For further information on authority, please visit [The Public Health Act, 1994](#)<sup>1</sup> and [The Disease Control Regulations](#)<sup>2</sup>.

*<sup>1</sup>The SHA pursuant to The Health Information Protection Act at 4(4)(g) and The Public Health Act, 1994 at sub clause 33(4)(c)(i) and The Disease Control Regulations at s6 to request your assistance to communicate your health status.*

*<sup>2</sup>You are receiving this notice under The Health Information Protection Act at 4(4)(g) and The Public Health Act, 1994 at sub clause 33(4)(c)(i) and The Disease Control Regulations at s6 to communicate a concern identified that may impact your health status.*