Information About Testing for COVID-19

Getting Your Test Results

Results are typically delivered within 72 hours of testing. There are a few ways to receive your COVID-19 test results.

Positive Results

People who test positive for COVID-19 will receive a text (when that is an option) from Public Health with instructions to:

> self-isolate right away and continue to isolate until directed by Public Health
> notify your close contacts that they should self-isolate until they hear from Public Health
> register for the digital daily Public Health check-in service at covid-health-checkin.novascotia.ca
> seek medical attention right away if symptoms get worse

• Public Health will follow up with a phone call to tell you what to do next; calls may display from an unknown number. Please answer.
• Our COVID Community Virtual Care Team will also call you. They will ask about your symptoms and provide information to help you manage your symptoms at home.
• Communication with both of these teams is important. Please take both calls.

Negative Results

If you provided an email or phone number, and test negative, you will receive an auto-call or email in most cases. Staff may call to give negative result.

• Please answer your phone, check inboxes and junk folders.
• To receive results by email you will need a valid provincial health card. Emails will come from noreply@nshealth.ca.
• To receive auto-calls we will ask for a valid provincial health card, or military student ID. You may be called in the afternoon.
• Calls will come from 902-425-1434. Answer and please say “hello” or another greeting — your voice will help the auto-call system recognize the phone has been answered.
• If you were tested for COVID-19, but did not have a health card, you will receive a phone call with your test result, rather than email or auto-call. This will likely take longer.
• Have your health card or military/student ID ready. You will need to enter the last four digits for identification purposes.
• If you have been waiting for COVID-19 test results for more than 72 hours please call Public Health at 1-844-996-0694.

May 12, 2021. As our response to COVID-19 changes, so do important messages. This handout content is online too. Fact sheets posted to our website are the most up-to-date.

For information visit: nshealth.ca/coronavirustesting

SELF-ISOLATION AFTER COVID-19 TESTING

Self-isolation is a highly effective way to help contain diseases.

If you have been told to self-isolate while waiting for results, please follow those directions.

Tested at the same time as a family member?

You may receive your results at different times.

This is normal.