

How to get your COVID-19 test results from Island Health



To get your results log into your Island Health MyHealth Patient Portal 24-48 hours after your test

- If you do not have a MyHealth account, please call 1.844.844.2219, Monday-Friday between 8:30 am-4:30 pm to have one created.
- If you are unable to access MyHealth Portal for any reason, please call the Island Health Lab Call Centre at 1.866.370.8355 Monday to Friday 7 am – 6 pm or Saturdays and stat holidays 8 am – 4 pm for verbal results.
- You will need to provide you PHN # so have it handy when you call.

Results for minors

- Anyone under the age of 19 cannot be enrolled in the MyHealth Patient Portal.
- Results for youth ages 13 – 18 yrs. can ONLY be given directly to them. This is in accordance with the Infants Act.
- Youth can call 1.866.370.8355 themselves, or if a parent calls, the youth must be present to give verbal consent for results to be released to the parent. They will need to provide their PHN # so have it handy.

While waiting for your results . . .

- If you have not started already, make a list of people you have been in contact with since 2 days (48 hours) before you began experiencing symptoms.
Your contact list should include each person's name and the best phone number to reach them. If your test comes back positive, the nurse will ask you for the list.

August 28, 2020

How to get your COVID-19 test results from Island Health



To get your results log into your Island Health MyHealth Patient Portal 24-48 hours after your test

- If you do not have a MyHealth account, please call 1.844.844.2219, Monday-Friday between 8:30 am-4:30 pm to have one created.
- If you are unable to access MyHealth Portal for any reason, please call the Island Health Lab Call Centre at 1.866.370.8355 Monday to Friday 7 am – 6 pm or Saturdays and stat holidays 8 am – 4 pm for verbal results.
- You will need to provide you PHN # so have it handy when you call.

Results for minors

- Anyone under the age of 19 cannot be enrolled in the MyHealth Patient Portal.
- Results for youth ages 13 – 18 yrs. can ONLY be given directly to them. This is in accordance with the Infants Act.
- Youth can call 1.866.370.8355 themselves, or if a parent calls, the youth must be present to give verbal consent for results to be released to the parent. They will need to provide their PHN # so have it handy.

While waiting for your results . . .

- If you have not started already, make a list of people you have been in contact with since 2 days (48 hours) before you began experiencing symptoms.
Your contact list should include each person's name and the best phone number to reach them. If your test comes back positive, the nurse will ask you for the list.

August 28, 2020