



Van Do-Reynoso, MPH, PhD Director
Suzanne Jacobson, CPA Chief Financial Officer
Palge Batson, MA, PHN, RN Deputy Director
Douglas Metz, DPM, MPH Deputy Director
Polly Baldwin, MD, MPH Medical Director
Henning Ansorg, M.D. Health Officer
Darrin Eisenbarth Deputy Director

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Community Providers and Hospitals,

The Public Health Department's COVID 19 Call Center has received numerous calls from individuals wanting to obtain their COVID test results. Many said that they have been instructed by the ordering provider to call the Health Department. The Public Health Department cannot release tests results directly to patients.

Please inform your patients for whom you order a COVID-19 test that it is you, as the ordering provider, who will provide the results.

Commercial lab result reporting to the ordering provider is highly variable but can be more than one week. It is expected that this turn around time will shorten as testing labs increase capacity. The Public Health Department does not receive results from commercial laboratories unless they are positive. The large majority of tests are being performed by commercial laboratories.

The Public Health Department manages tests that have been approved by the Public Health Officer and have a PUI # attached to the order. However, just as with commercial laboratories, the PH Lab does not release results directly to the tested person. The results are reported to the ordering provider. The ordering provider is responsible for informing patient.

The PHD Disease Containment Unit will only deliver test results that have been ordered by the Health Officer as part of a Disease Containment Unit investigation.

The key messages are:

1. Ordering Providers are responsible for informing their patients of test results.
2. Please do not refer your patients to the Public Health Department for their test results.