

# To see your COVID-19 test results, go to your MyMercy account.

COVID-19 test results will become viewable in your MyMercy account as soon as they are available. When there are high volumes, test results may take up to **24-48 hours**.

## How to enroll in MyMercy

To access it on your phone, visit [www.mercy.net/MyMercyApp](http://www.mercy.net/MyMercyApp) or download the app at the Apple App Store or on Google Play.

To access it on a desktop, go to [www.mymercy.net](http://www.mymercy.net).

## When logging in for the first time:

- Click on the "Register Now" button.
- You will be asked to provide further verification such as your billing number from your Mercy statement or insurance number located on your insurance card. Access codes are also available through your doctor's office.
- Complete the registration form and create your username and password.
- If we can verify your information, you will be automatically logged in and registered.
- You will receive an email to verify we have your correct email address. Click the link provided to complete your registration process.

For help, please call **MyMercy** at **1.888.986.3729**.

Forgot your username or password?

Go to <https://www.mymercy.net/#/support> to reset them.



# What do my test results mean?

Your test result is **Positive**:

- A positive result means that the virus was detected, and you are infected with COVID-19.
- If you tested positive or have symptoms regardless of vaccination status:

## Stay home for at least 5 days

- Stay home for 5 days and isolate from others in your home.
- Wear a well-fitted mask if you must be around others in your home.

## Ending isolation if you had symptoms

- End isolation after 5 full days if you are fever-free for 24 hours (without the use of fever-reducing medication) and your symptoms are improving.\*

## Ending isolation if you did NOT have symptoms

- End isolation after at least 5 full days after your positive test.\*

## If you were severely ill with COVID-19

- You should isolate for at least 10 days. Consult your doctor before ending isolation.

## Take precautions until day 10

- Wear a mask
- Wear a well-fitted mask for 10 full days any time you are around others inside your home or in public. Do not go to places where you are unable to wear a mask.
- Avoid travel
- Avoid being around people who are at high risk

## Getting Your Results

- Providers will contact patients on the day their test results are made available. If a patient doesn't receive communication from their provider on the day results are received, the patient should contact the location that ordered their test.
- Some people (especially individuals with no symptoms of illness) wonder about the possibility of a false positive or incorrect result. False positive results with the type of viral test that was performed are very rare.
- \*Typically, repeat molecular testing (such as a PCR or NAAT) is not recommended for 3 months after an initial positive result unless recommended by your health care provider. That said, some people may want to obtain an antigen test (such as those available over the counter) prior to exiting quarantine/isolation. If an individual has access to an antigen test and wants to test, the best approach is to test towards the end of the 5-day isolation period. Collect the test sample only if you are fever-free for 24 hours without the use of fever-reducing medication and your other symptoms have improved (loss of taste and smell may persist for weeks or months after recovery and need not delay the end of isolation). If your test result is positive, you should continue to isolate until day 10. If your test result is negative, you can end isolation, but continue to wear a well-fitting mask around others at home and in public until day 10. Follow additional recommendations for masking and restricting travel as described above."
- Seek emergency care immediately if you have trouble breathing, chest pain, new confusion, inability to wake-up or stay awake, bluish lips or face, or other symptoms that concern you.

Your test result is **Negative**: A negative result means that you were probably not infected at the time your sample was collected. However, that does not mean you will not get sick. It is possible that you were very early in your infection when your sample was collected and that you could test positive later. Steps to take based on the reason your doctor ordered COVID-19 testing:

- **You had symptoms of COVID-19:** A negative test does not completely rule out the possibility that your symptoms are due to COVID-19.

Unless your health care provider has another reason for your symptoms, you should continue to quarantine/ isolate at home until your symptoms have improved including being fever-free without the use of fever reducing medications for at least a day. Contact your health care provider with any questions.

- **You are not fully vaccinated AND boosted against COVID-19 (if you are booster eligible), but were exposed to someone with COVID-19 AND you do not have any symptoms:**
  - If you had close contact (within 6 feet for more than 15 total minutes throughout a day) with someone with COVID-19, you should quarantine/ isolate at home for 5-days from the date of your last known contact while monitoring for symptoms and checking for fever twice daily, if possible. You should attempt to get tested for COVID-19 5 days after exposure if possible. Finally, you should wear a mask when you are around others until it has been 10 days since your last known close contact. If you develop symptoms, you should get re-tested and stay home.
- **You are fully vaccinated and boosted (or fully vaccinated and not yet booster eligible) against COVID-19, were exposed to someone with COVID-19 AND you do not have any symptoms**
  - If you develop symptoms, you should get tested and stay home. Otherwise, you should wear a mask when you are around others for 10 days after your last known close contact exposure. If possible/ not already done - testing a 5 days after the exposure is suggested.
- **You were exposed and have symptoms of COVID-19:**
  - If you had close contact (within 6 feet for more than 15 total minutes throughout a day) with someone with COVID-19, you should quarantine/ isolate at home until you have completed a 10 day quarantine from the date of your last known contact from someone with COVID-19/ 5 days since symptoms developed (whichever is longer), you are fever free and symptoms have improved. You should wear a mask if you exit quarantine prior to 10 days since your symptoms develop. If your symptoms worsen or you have questions, contact your health care provider.
- **You were tested for pre-procedure/ pre-surgical screening:**
  - You need to limit time spent out in the community (self-quarantine) prior to your procedure/ surgery to avoid any potential for COVID-19 exposure. If you develop any symptoms or fever prior to your procedure/surgery, notify your health care provider.