

Utilize **MyMercy** to manage your health - from scheduling appointments, emailing your doctor, requesting prescription refills, viewing lab results, and more.

How to enroll in MyMercy

To access it on your phone, visit 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.

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.



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

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.
- Immediately quarantine and self-isolate at home. The only reason you should leave your home is for medical care.
- Your health care provider will call you to discuss quarantine/home isolation rules.
- 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.
- 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 testing is not recommended for 3 months after an initial positive result unless recommended by your health care provider.

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 were exposed to someone with COVID-19 but you did 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 14-days from the date of your last known contact while monitoring for symptoms and checking for fever twice daily. If COVID symptoms or fever develops, contact your health care provider or the health department, as you may need to be re-tested. **It is important to note that a negative test obtained prior to 14-days since the date of your last known exposure does not mean you should discontinue the recommended quarantine/ home isolation early.**
- **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 your 14-day quarantine from the date of your last known contact from someone with COVID-19, you are fever free and symptoms have improved. 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.