

# OLIS Digital Self-Collection FAQs (Frequently Asked Questions)

This document provides responses to questions that the Drop-off Location and public may have about the publicly funded COVID-19 self-testing (polymerase chain reaction (PCR) testing) process.

## What is Lab-Based PCR Self-Testing?

It is a self-collection kit that utilizes a Patient Facing Application (App) using a Quick Response (QR) code for patient registration and nasal/oral self-collection of specimens that can be dropped off at a drop-off location of your choice for submission to a provincial lab for testing. This is to facilitate a quicker data input into systems, and to return results quickly back to the patient.

Test type: Laboratory-based polymerase chain reaction (PCR) test.

### Who Can Self-Test?

Anyone requiring a PCR test due to close contact or exposure, people with symptoms, outbreaks, etc. Must meet the current testing eligibility requirements and have a Green and White Health Card.

### What if the patient has no health card or technically cannot participate in Self-Collection?

- The Pharmacy can swab the patient and utilize OLIS-MORE to submit requisition as an e-order.
- If the testing location does not have OLIS-MORE, the Pharmacy can swab the patient and submit a paper-based requisition to the lab.
- Submit a request for OLIS-MORE service

### What are the current testing guidelines for individuals?

Review the [Ministry of Health Current testing guidelines](#)

### How can my location participate?

Pharmacies interested in providing publicly funded services related to COVID-19 testing should contact Ministry of Health, Drug Branch at <mailto:OPDPInfoBox@ontario.ca> for enrollment into the program. Enrollment is subject to consideration by the Ministry.

## What is the Pharmacy required to do as a Drop-off Location?

- On-board with Ontario Health for digital self-collection
- Provide Self-Collection kits to consumer \*based on current testing eligibility
  - Provide quality assurance on patient specimen drop-off
  - Meets eligibility testing requirements
  - Specimen is dropped-off within required testing timelines (24 hours)
  - Patient label has name, HCN (Health Card Number) or DOB (date of birth) and date collected
  - Ensure specimen is packaged properly and not leaking
- Patient to scan QR code to link drop-off location \*must be done after QA (Quality Assurance)
- Pharmacy to package specimen and courier to lab
- Provide results if patient cannot access results on Patient Results Viewer

## Drop-off Location: Where can I order my supplies?

Supplies are ordered online: [Personal Protective Equipment, Rapid Tests and Swab Kit Supplies](#)

You must be fully enrolled with Ministry of Health and Ontario Health to order Self-Collection kits.

## Patient: Where can they get a lab-based PCR self-collection kit?

A self-collection kit can be picked up from a Pharmacy by individuals and can be returned to any participating Pharmacy Drop-off location across the province.

## Can a person register for a COVID-19 self-test for someone in their family?

They can register a COVID-19 self-test kit on their own behalf and on behalf of another individual that they are authorized to act on behalf of in accordance PHIPA (Personal Health Information Protection Act) (for example, where there is a parent of child entitled to consent on behalf of a child who is under the age of 16).

## How soon does the specimen have to be dropped off to the drop-off location after swabbing?

A collected specimen has a 24-hour shelf life, and it is important that the specimen is collected and dropped off at the pharmacy to be sent for processing in a lab as quickly as possible.

## What does the patient have to do after they have picked up the kit?

The self-collection kit will contain instructions on how to use it at home.

- The COVID-19 self-test kit has an identifying code
- Login to the registration website then type in code
- Complete all required fields of the COVID-19 test requisition
- Select a drop-off location from the list
- Collect specimen following directions in the self-test kit
- Drop off collected specimen to the selected drop-off location

Drop-off location will submit the specimen for testing to a provincially accredited medical laboratory

## Checking the Label on the specimen

The consumer must label the collected specimen clearly, the ordering clinician is responsible for ensuring it is legible and completed upon drop-off.

- The date of collection (yyyy/mm/dd)
- Patient's full name
- Health Card Number or date of birth

## Collecting the Specimen – Instructions on how to swab

For patients: how to do an oral/nasal swab can be accessed by QR code or <https://bit.ly/3AX9Zvy>

## How does the patient get their results?

They should check the provincial patient [COVID-19 Test Results](#) viewer to get COVID-19 test results. They will need their health card number to access these results.

## Ordering Clinicians: How do I get patient results?

Once the test has been processed by the licensed laboratory, the ordering clinician will be notified of the patient's test result by the lab (via e-fax). Alternatively, ordering clinicians can obtain results from one of the provincial clinical viewers (ConnectingOntario or ClinicalConnect) or point of care systems.

Pharmacy sites may [request access to the Clinical Viewer](#)

## What if the result is positive?

In the event of a positive result, the ordering clinician must contact the patient to inform them of their test result and provide information on potential next steps, which includes directing the patient to self-isolate immediately.

- The recommended duration of self-isolation depends on relevant clinical factors such as; age, vaccination status, severity of infection, and immune status. Refer to Management of Cases and Contacts of COVID19 in Ontario ([gov.on.ca](http://gov.on.ca)) for more details.
- Ordering clinicians are also required to report all positive results to the Public Health Unit in which the patient resides.

## What if the result is negative?

In the event of a negative result, ordering clinicians are not required to inform the patient unless the patient is unable to obtain their results online.

## Drop-off Location – Can I use the kits for other testing/in-store testing?

These kits are specific to digital Self-Collection (kit instructions/bar-coded specimen tube)

## What do I do with expired kits?

Dispose of accordingly - kits should be stored in an appropriate sealed biohazard container that is designed to prevent leaks and spills.

## Drop-off Location – What are the requirements for storing and transporting?

Drop-off locations are responsible for storing and transporting the specimen to a licensed laboratory for processing. Ensure specimens are secured in a biohazard bag and sealed to prevent leakage. Specimens should be stored at 2 to 8°C and shipped to the laboratory on ice packs. Collected specimens should be shipped to the lab the same day they are collected to ensure specimen integrity and a timely public health response in the case of a positive COVID-19 result.

## What is required for packaging specimen for transport to lab?

Materials for packaging specimen for transport include; Sealable plastic bag, rigid packaging (cardboard box), ice pack, labels

**Do not use:** Grocery bags, Garbage bags, Paper bags, Envelopes, File folders, Gloves

If not packaged and transported correctly, samples risk being lost/delayed/rejected by the lab, present a risk to public if sample leaks and risk of fine by Transport Canada.

## Protecting personal health information

Ontario's health privacy legislation, the Personal Health Information Protection Act (PHIPA), establishes a set of rules regarding your personal health information (PHI). Health information custodians who have custody or control of your personal health information are required to have in place information practices that comply with PHIPA and to act in a way that complies with those information practices.

## Questions/Changes at the Drop-off Location

Any changes in Pharmacy ownership or relocation, etc. requires re-enrollment in the program.

- Ontario Health Contact: [labautomation@ontariohealth.ca](mailto:labautomation@ontariohealth.ca)
- Ministry of Health, Drug Branch: [OPDPinfo@ontario.ca](mailto:OPDPinfo@ontario.ca)

## Support

- Ontario Health Service Desk: 1-866-250-1554 or [OH-DS\\_servicedesk@ontariohealth.ca](mailto:OH-DS_servicedesk@ontariohealth.ca)
- Ontario Health Contact: [labautomation@ontariohealth.ca](mailto:labautomation@ontariohealth.ca)
- Ministry of Health, Drug Branch: [OPDPinfo@ontario.ca](mailto:OPDPinfo@ontario.ca)