

## Receiving Test Results

Your results will be available to you in a secure, online account **as soon as they are processed**. Results will be sent by mail only if specifically requested when you booked the appointment.

## Account Set Up

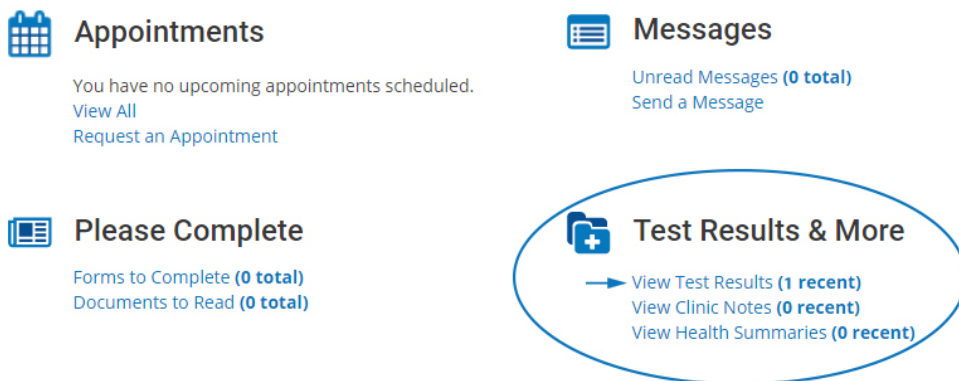
If you are 18 or older and do not already have a secure, patient portal account, you will automatically receive an email to activate your account with the subject of Activate Your Patient Account Now. **Please check your SPAM folder before taking additional steps – this personalized email is the fastest way to access your account and results.**

If you do not receive the email to create an online patient account within 24 hours of registering for the appointment, please visit our website to request a new account. Your new request will be completed within three business days.

## Viewing Test Results

You will receive an email notifying you when your test results are available. To view test results, log in to your secure, patient account and look for Test Results & More on your personalized dashboard. Click View Test Results and select View Details to download a PDF with your results.

*Results can be accessed from your patient portal dashboard:*



**Appointments**  
You have no upcoming appointments scheduled.  
[View All](#)  
[Request an Appointment](#)

**Messages**  
Unread Messages (0 total)  
[Send a Message](#)

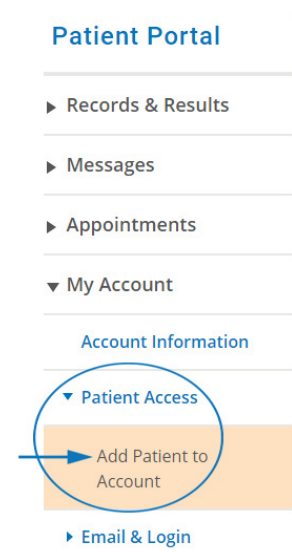
**Please Complete**  
Forms to Complete (0 total)  
Documents to Read (0 total)

**Test Results & More**  
[View Test Results \(1 recent\)](#)  
[View Clinic Notes \(0 recent\)](#)  
[View Health Summaries \(0 recent\)](#)

## Results for Children or Other Patients (those with caregivers, etc.)

Access to additional patients must be under an authorized representative's (parent, guardian, etc.) account.

- The authorized representative account is created first, and then others may be added.
- Once your account is created, log in and visit the My Account section. Click Add Patient to Account and select "They received a COVID-19 test."
- You will receive an email notifying you when patients in your account have test results available.



**Patient Portal**

- ▶ Records & Results
- ▶ Messages
- ▶ Appointments
- ▼ My Account
  - Account Information
  - ▼ Patient Access
    - ▶ Add Patient to Account
- ▶ Email & Login

## Understanding COVID-19 Molecular/PCR Test Results

**Detected:** You currently have an active infection with the virus that causes COVID-19. Contact your health care provider immediately and take steps to care for yourself. Avoid spreading the virus to others. Self-isolate until you meet all three of these conditions: Your symptoms have improved. It has been 24 hours since you've had a fever without taking fever reducing medication. It has been at least 10 days since your symptoms first appeared. People with compromised immune systems may need to isolate longer. Follow your doctor's advice.

**Not Detected:** You likely weren't infected with the COVID-19 virus. You can become infected in the future. It is important to follow guidelines for social distancing, face mask use and hand-washing. Your doctor may recommend repeat testing if you continue to have symptoms.

**Indeterminate:** The test was inconclusive. It could not tell if viral genetic material was or was not present. An indeterminate result may occur if not enough genetic material was present.

## Understanding COVID-19 COVID-19 IgG Antibody Test Results

The COVID-19 IgG antibody test detects antibodies (also known as immunoglobulins) against the virus that causes COVID-19. Antibodies are proteins produced by the immune system in response to an infection and are specific to that particular infection. They are found in the liquid part of blood specimens which is called serum or plasma, depending on the presence of clotting factors. Test results will have one of four findings:

**Pending:** The laboratory is still processing your blood sample.

**Not Detected:** IgG antibodies to SARS-CoV-2 were not detected in your blood. When antibodies are not detected the test result is considered negative. Negative results for IgG antibodies do not rule out a SARS-CoV-2 infection, particularly in people who have been in contact with the virus. Your immune function may have been suppressed by other health issues or the antibody level is too low for this test to detect.

**Borderline:** Borderline results show that the test detected some IgG antibodies to SARS-CoV-2, but the antibody level was too low to determine that you have had a past infection. Borderline results may indicate a very early infection or a prior infection with other Coronaviruses. It is recommended that the test be repeated at a later date.

**Detected:** IgG antibodies to SARS-CoV-2 were detected in your blood. These results indicate a recent or prior infection with SARS-CoV-2. Rarely, a false positive result can occur due to a prior infection with other human Coronaviruses.

**Test name:** COVID-19 IgG

**Result:** **DETECTED**

## Additional Information & Care

For additional information on your results, please visit [njhealth.org/antibodytestfacts](https://www.njhealth.org/antibodytestfacts). You may discuss these results with your doctor or by scheduling an appointment at National Jewish Health online or by calling 303.398.1355.

We are now seeing COVID-19 patients in our Acute Respiratory Clinics for adults and pediatrics We also have opened a COVID-19 Recovery Clinic to address respiratory complications due to COVID-19.