

Receiving Test Results

Your results will be available to you in a secure, online account **as soon as they are processed**. You will also receive a phone call if your results are positive (detected). 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 the patient is under 18 OR if you do not receive the email to create an online patient account within two 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.

Access to minor, dependents and all other patients must be under an authorized representative's (parent, guardian, etc.) account. All patients under 18 need to have their account requested by a parent or guardian. Please click here to request a new account. The authorized representative account is created first and then others may be added.

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 \(0 recent\)](#)

Patient Portal

▶ [Records & Results](#)

▶ [Messages](#)

▶ [Appointments](#)

▼ [My Account](#)

[Account Information](#)

▼ [Patient Access](#)

→ [Add Patient to Account](#)

▶ [Email & Login](#)

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.

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. Isolate from others and have family members in your household quarantine. 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. **Follow your doctor's advice. If you have previously been diagnosed with COVID-19, these test results may have different implications. Please discuss with your doctor.**

More on self-isolation and quarantine from the [Centers for Disease Control and Prevention](#).

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 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.

Additional Information & Care

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

We are now seeing COVID-19 patients these specialized clinics for both adults and children:

Acute Respiratory Clinic (ARC) treats patients who have active COVID/Respiratory Infection symptoms and who may or may not have already been diagnosed with COVID.

Respiratory Recovery Clinic (RRC) cares for patients who have been diagnosed with COVID within the last 6 weeks and who are still experiencing lingering respiratory or other symptoms of COVID-19 including: new or worsening difficulty breathing, shortness of breath, increasing oxygen needs at home, intractable cough, chest pain not related to a cough, persistent nausea, vomiting or diarrhea, or fainting, near fainting or profound fatigue.

Post COVID Clinic (PCC) helps patients who have been diagnosed with COVID more than 6 weeks ago and who are still experiencing lingering respiratory or other symptoms from COVID-19.