MEMO

Date:        April 7, 2020
To:          All Manitoba health-care providers
Re:          COVID-19 – Patient Notification of COVID-19 Negative Results

We continue to refine the process and manage the increasing volumes of negative COVID-19 test results requiring notification to individual Manitobans.

Starting this week, all health regions will receive daily reports of those patients who have been contacted by Dynacare and provided with their negative results. A separate list of patients who have not been reached will also be provided. Ordering sites are asked to use the contact information collected at the time of testing to make contact with those patients we have not been able to reach.

Please note, that we have also updated the script used by Dynacare staff to reinforce direction and expectations related to continued self-isolation. The revised script reads as follows:

I have some additional information to share with you:
As per the provincial website, anyone experiencing cold or flu-like symptoms such as a cough, fever, runny nose or sore throat, is advised to self-isolate for 14 days from the day symptoms start. If symptoms change or worsen (e.g. difficulty breathing, shortness of breath) at any time, people are advised to call Health Links - Info Santé (204-788-8200 or 1-888-315-9257) or call 911 if it is an emergency.

After isolation provided you no longer have a fever and your other symptoms have resolved you can return to work. If you are a healthcare provider contact your employer on the process to return to work now that you have received your negative results.

Please remember to continue practicing good social distancing including limiting all non-essential travel. Wash your hands often with soap and warm water for at least 15 seconds or use an alcohol-based hand cleanser. Cover your mouth and nose with a tissue when coughing or sneezing, or cough or sneeze into your sleeve.

If you have additional questions about social distancing strategies and other prevention measures, please visit www.manitoba.ca/covid19

Dynacare will be completing daily quality checks on the negative reporting calls to ensure staff are following the scripts provided and confirming patient identity prior to releasing results.
If a call goes to a voicemail, we have been authorized by Legal/Corporate Services, Shared Health to leave a message including the negative result so long as the voicemail greeting clearly identifies the name of the person who was tested. This is the only case where additional identifiers are not being asked for.

Effective April 4, 2020, Dynacare will support these services Monday through Saturday and will work extended hours on Monday to address the Sunday backlog.

We trust that these steps will alleviate your concerns and give you confidence that patients are being contacted appropriately either by Dynacare or by the regions. Thank you for your patience and understanding as we navigate through this difficult time.

If you have additional questions, please contact Liliana Rodriguez at lrodriguez@sharedhealthmb.ca.