

# Screening Outcome Notification for COVID-19

Community Assessments Clinics have been set up across Metro North Hospital and Health Service to provide screening assessments to detect COVID-19.

## What happens during a screening assessment?

You will be tested for COVID-19 using a nasal and throat swab.

## When will I be notified of the outcome?

You will generally be notified of the test result within 48 hours of being assessed at the Clinic. This may be longer at times of high demand for testing depending on laboratory capacity.

## How will I be notified of the outcome?

If your test is **POSITIVE**, you will get a phone call from the Public Health Unit who will talk to you about next steps.

If your test is **NEGATIVE**, you will be notified via a text message which will be sent to the mobile phone number you provided at the Clinic

## Can I opt-out of receiving text message notifications?

Yes. Please advise Queensland Health staff at the Community Assessment Clinic if you do not wish to receive text message notifications, and you will be contacted via phone with your negative result.

## What will the screening outcome text message say?

You will receive a text message from “**QLDHEALTH**” if your screening results **indicate COVID-19 is NOT detected**.

The message will say: *Qld Health (**Hospital Name**) Coronavirus test result. DOB dd/mm/yyyy. Your test for COVID-19 from dd/mm/yyyy was NEGATIVE. If you have been issued with a notice directing you to self-quarantine, you must continue to do so until the end date on the notice. For further information visit [www.health.qld.gov.au](http://www.health.qld.gov.au). Contact your GP if your symptoms persist or worsen. Call 000 if you have serious concerns or difficulty breathing.*

## Who can see my screening outcome notification?

Your notification will only be sent to the number/s you provide. If you don't want other people to see the message, you may need to adjust the settings on your phone to prevent messages from appearing on your lock screen and putting a password on your phone to prevent others from unlocking it.

## What if I don't receive my screening outcome notification within 48 hours?

Make sure that your mobile phone is set up to accept messages from “unknown senders”. If you have not received a text message with your screening outcome notification, please contact your GP.

## How do I know that I am not receiving a “scam text”?

Queensland Health will never:

- send you a link to a website
- send you email or text attachments
- charge you money to apply for a job, register for a conference, or reserve a hotel
- conduct lotteries or offer prizes, grants, certificates
- ask you to donate directly to emergency response plans or funding appeals.

More information is available on the Department of Health website.

<https://www.health.gov.au/resources/collections/novel-coronavirus-2019-ncov-resources>