



**NEWFOUNDLAND AND LABRADOR
MEDICAL ASSOCIATION**

May 22, 2020

Please do not refer to 811 for COVID-19 testing

Please note that patients who you suspect require testing for COVID-19 should be directly referred to Public Health and not 811.

Please advise the patient to contact Public Health, daily 8:30am – 4:30pm:

- Eastern Health: **1-800-563-3692/ 1-709-752-3638**
- Central Health: **1-800-563-3690**
- Western Health: **1-709-649-5905**
- Labrador Grenfell Health: **1-855-268-1965**

If after hours, the patient should leave a voice message with public health and a public health official will return their call during business hours. If the patient is considered an essential worker, they should advise public health (see note on page 1 of the Screening Algorithm). The patient should NOT go to the emergency department for testing.

811 is reporting a significant increase in referrals for patients to receive testing for COVID-19. Please note that 811 uses the same screening process as outlined in the physician screening algorithm below and refers patients to the same Public Health phone numbers. This duplication may delay testing time for patients as 811 may not be able to immediately return the patient's phone call depending on call volume.

What if the patient does not meet the testing criteria in the screening algorithm?

A physician may refer a patient for testing even if the patient does not meet the testing criteria outlined in the COVID-19 screening algorithm. In this instance, the physician must call Public Health directly on behalf of the patient via the phone numbers provided above (also provided in the screening algorithm) and provide the reason for the testing request.

Screening Algorithm

For the most up-to-date Screening Algorithm please visit <http://www.nlma.nl.ca/Page/COVID19>

***Representing and supporting a united medical profession and providing leadership
in the provision of excellent health care in Newfoundland and Labrador***