

TESTING

Testing time (info from BC Centre for Disease Control)

Tests are run multiple times throughout the day. Patients who test positive will be contacted within 24 hours following receipt of the sample at BCCDC Public Health Laboratory.

Test results

The BCCDC COVID-19 Negative Results line is staffed from 8:30AM to 4:30PM, seven days a week. People who have been tested are asked to wait 72 hours before calling the Negative Results line. Most people who have been tested are calling before the 72 hours and, as a result, the line is experiencing an extremely high call. We ask for your patience and to wait at least 72 hours before calling for your result. If you have spoken with an operator and left your information, you have been placed in a queue and a nurse will follow-up when your result is ready. We have eliminated our voicemail box and increased the number of operators, and encourage people to call us back throughout the day. The line is less busy in the afternoon.

If someone tests positive, public health will contact them. However, while you wait for your test result, you should follow the advice of your doctor or testing provider to self-isolate. Patients who do not hear from public health are asked to wait 72 hours to call to confirm negative test results. Physicians should call the medical microbiologist if the test needs to be expedited or if they have not received test results after 72 hours. BCCDC will not be able to assist patients or physicians calling before the 72-hour timeframe.