

To see your COVID-19 test results, go to your MyMercy account.

COVID-19 test results will appear in your MyMercy account as soon as they're available. When there are high testing volumes, results may take up to 24-48 hours.

How to enroll in MyMercy

To access it on your phone, visit mercy.net/MyMercyApp or download the app at the Apple App Store or on Google Play.

To access it on a desktop, go to mymercy.net.

When logging in for the first time:

- Click on the "Register Now" button
- You'll be asked to provide further verification, such as your billing number from your Mercy statement or your insurance plan identification number; access codes are also available through your doctor's office
- Complete the registration form and create your username and password
- If we can verify your information, you'll be automatically logged in and registered
- You'll receive an email to confirm we have your correct email address; click the link provided to complete your registration process

For further assistance, call MyMercy at 1.888.986.3729.

Forgot your username or password?

Go to mymercy.net/app/support to reset them.



What do my test results mean?

Your test result is **positive**:

A positive result means the virus was detected, and you're infected with COVID-19. Immediately quarantine and isolate yourself from others in your home. Only leave home to receive medical care.

Your health care provider will discuss your quarantine rules:

- **If you're symptomatic:** Quarantine for five days from the onset of symptoms (or up to 20 days if you're severely ill or immunocompromised); count the day your symptoms started as day zero*
 - End quarantine and isolation after day five **ONLY** if your symptoms are improving and you're fever-free for 24 hours (without using fever-reducing medication).
- **If you're asymptomatic or pre-symptomatic:** Quarantine for five days from your test date; count your test date as day zero*
 - Monitor yourself for fever and other symptoms twice daily; if symptoms develop, use the symptomatic rules listed above
 - If you never develop symptoms, end quarantine and isolation after day five
 - Seek emergency care immediately if you have breathing difficulty, chest pain, new confusion, difficulty waking up or staying awake, bluish lips/face or other serious symptoms
 - Your provider will contact you the day your test results are available to the clinic
 - Keep in mind that false positives or incorrect test results are rare with this type of viral testing
 - Repeat testing isn't recommended for three months after an initial positive result unless recommended by your provider.

*NOTE: Wear a well-fitting mask around others and in public through day 10. Or, if you meet the above criteria **AND** two sequential rapid antigen tests (such as those available over the counter) taken 48 hours apart are negative, you can remove your mask sooner than day 10. Molecular tests (usually done in a laboratory) shouldn't be used for this purpose.

Your test result is **negative**:

A negative result means you probably weren't infected when your sample was collected — but it doesn't mean you won't get sick. It could have been early in your infection when the sample was collected, so you could become ill later on.

Steps to take based on the reason your health care provider ordered COVID-19 testing:

- **You had symptoms of COVID-19:**
 - Unless your provider thinks something else is causing your symptoms, quarantine and isolate until symptoms improve and you're fever-free for 24 hours without medication
 - Wear a mask around others for 10 days from the start of symptoms
 - Contact your provider with questions
- **You were exposed to COVID-19, but you DON'T have symptoms:**
 - If you were tested prior to day 6 after the last known close contact exposure, your health care provider may recommend an additional test on or after day 6
 - Monitor yourself for symptoms; if they develop, stay home and get tested; quarantine and isolate until symptoms improve and you're fever-free for 24 hours without medication
 - Wear a mask around others for 10 days after exposure
- **You were exposed to COVID-19, and you DO have symptoms:**
 - If you had close contact with someone who has COVID-19 (within six feet for more than 15 minutes), quarantine and isolate for five days from the onset of symptoms
 - End quarantine and isolation only if your symptoms improve and you're fever-free for 24 hours without medication
 - Wear a mask around others for 10 days from the start of symptoms
 - If your symptoms worsen or you have questions, contact your provider
- **You were tested for pre-surgical screening:**
 - To avoid COVID-19 exposure, wear a mask and limit time spent in public before your surgery
 - If you develop symptoms or fever before surgery, notify your provider