

Updated: 06/08/20

Purpose:

To provide the process on how to inform a patient of a negative COVID-19 test result.

Procedure:

- 1. Use interpreter services to ensure delivery in the patient's preferred language**
- 2. Introduce yourself and ask if:**
 - It is a good time to talk and to discuss results
 - The patient can hear you
 - The patient is not occupied doing something else (e.g., driving, cooking, watching TV, etc.)
 - Other family members or caregivers who the patient wants to participate are available (on speaker, conferenced in, etc.)

3. Deliver results

Communicate with patient:

I am calling to tell you that your test for COVID-19, also known as the Coronavirus, is **negative**.

4. Pause and await reaction and address emotions with empathy.

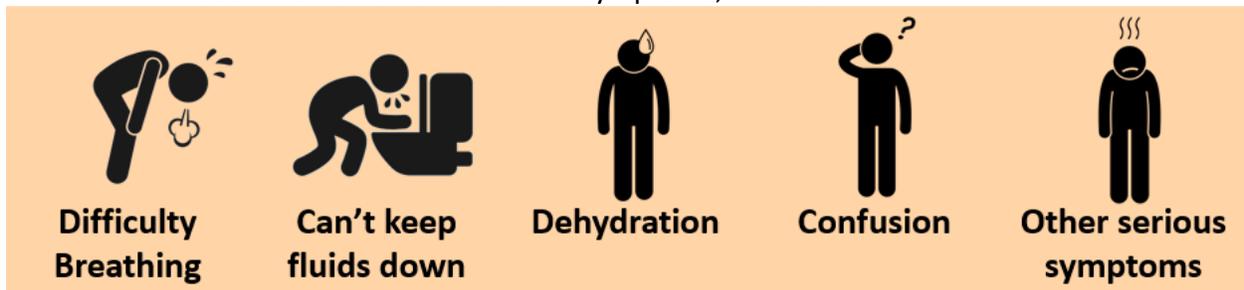
Suggested Prompts:

This means the test did not detect any Coronavirus, and your illness is like caused by another common respiratory virus.

How are you feeling?

5. Discuss implications of the result

- It is still important that you continue to rest, drink plenty of fluids and watch for symptoms and signs of worsening infection.
- Seek medical care for serious symptoms, such as:



Telephone Disclosure of a *Negative* COVID-19 Test Result

- Please make sure to continue to:
 - Clean your hands well and often, preferably with soap and water. Separate yourself from people and animals in your home.
 - Wear a mask if you do need to be around other people
 - Stay home for at least 3 days after you have recovered. “Recovered” means your fever is gone (for 72 hours without medications) and your cough, shortness of breath, and other symptoms have significantly improved.

- Even after you are recovered, continue to follow the social distancing guidelines in place to prevent a future infection by the virus that causes COVID-19
 - Stay home
 - Avoid crowds
 - Maintain at least 6 feet of separation from others whenever possible.
 - Try to avoid contact with people who are sick
 - Cover your cough or sneeze with a tissue then throw that tissue in the trash
 - Avoid touching your eyes, nose and mouth
 - Wash your hands often with soap and water for at least 20 seconds

For additional questions about COVID-19, please visit:

<http://dhs.lacounty.gov/wps/portal/dhs/COVID19/WhatYouNeed2Know>