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Niagara Health COVID-19 Assessment Centres & Testing Toolkit

Updated October 28, 2020

Niagara Health COVID-19 Assessment Centres

We have three COVID-19 Assessment Centres in Niagara where we conduct tests for COVID-19.

The **St. Catharines Assessment Centre** is located behind the Walker Family Cancer Centre at the rear of the St. Catharines Site at 1200 Fourth Ave.

The centre also has a drive-through service. People who are eligible for this service will be notified when their appointment is booked.

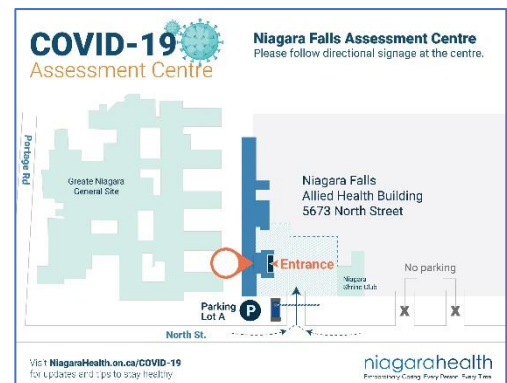
Hours of operation are Monday to Sunday from 8 a.m. to 6 p.m.



The **Niagara Falls Assessment Centre** is located in the Allied Health building behind the Greater Niagara General Site located at 5673 North Street in Niagara Falls.

There is no access to the Allied Health building from the hospital.

Hours of operation are Monday to Sunday from 9 a.m. to noon and 1 p.m. to 5 p.m.



The **Welland Assessment Centre** is located in the auditorium of the Welland Site at 65 Third Street.

Designated parking spots can be accessed from MacLean Place and Plymouth Road at the rear of the building.

Hours of operation are Monday, Wednesday and Friday from 9 a.m. to noon and 1 p.m. to 5 p.m.



For additional information about Assessment Centre locations, maps and parking, please visit our [website](http://www.niagarahealth.on.ca/centres) at www.niagarahealth.on.ca/centres.

COVID-19 Assessment Centre Testing

Testing at Niagara Health’s COVID-19 Assessment Centres is available by appointment only and centres are prioritizing testing for those most at risk for having COVID-19.

Testing at Niagara Health’s COVID-19 Assessment Centres is available by appointment only. Members of the public can book an appointment online by visiting www.NiagaraHealth.on.ca/centres or by calling 905-378-4647, ext. 42819 (4-CV19). Staff at the Assessment Centre will return calls as soon as possible to schedule a date and time for testing.

Effective immediately, members of the public should only seek testing at assessment centres if they are:

- Showing COVID-19 symptoms;
- Have been exposed to a confirmed case of the virus, as informed by their public health unit or exposure notification through the COVID Alert app;
- A resident or work in a setting that has a COVID-19 outbreak, as identified and informed by their local public health unit; and
- Eligible for testing as part of a targeted testing initiative directed by the Ministry of Health or the Ministry of Long-Term Care. Learn more by visiting ontario.ca/covidtest.

COVID-19 Test Results

COVID-19 swabs are sent to Ontario Public Health labs for testing. There are three ways to access test results:

1. Niagara Region Public Health will follow-up with patients only if their results are positive for COVID-19.
2. Access lab test results online through:
 - a. Ministry of Health [online portal](https://www.ontario.ca/covid-19) at covid-19.ontario.ca.
 - i. **Please note:** If results state “Unable to post positive/negative results on this website”, results may be available in another location. To find the other location, look for an arrow on the lower right hand side that says “Previous results”. Verify the results in this section and match the date you had your COVID-19 test.
 - b. Niagara Health Navigator – App users can access the Ministry of Health online portal under the “Self-Assessment and Lab Results” tile. The app is available to download for free from the [App Store](https://www.apple.com/app-store) or [Google Play](https://www.google.com/play).
 - c. [MyChart](https://www.healthrecordsonline.ca/register) – Register for MyChart at www.healthrecordsonline.ca/register.

Please note: Online options are only available for patients with a valid Ontario health card.

3. Request test results through the assessment centre you were tested at or your healthcare provider. This option is recommended for patients without a current Ontario health card or are requesting results for their child (12 years old or under).

To contact the assessment centre, call 905-378-4647, then:

- St. Catharines, ext. 44470
- Niagara Falls, ext. 52451
- Welland, ext. 33220

For more information about COVID-19 test results, including how to register for MyChart and steps to take while waiting for test results, visit the [Niagara Region Public Health website](https://niagararegion.ca/health/covid-19/testing): niagararegion.ca/health/covid-19/testing