

# niagarahealth

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## Niagara Health COVID-19 Assessment Centres & Testing Toolkit

Updated September 15, 2020

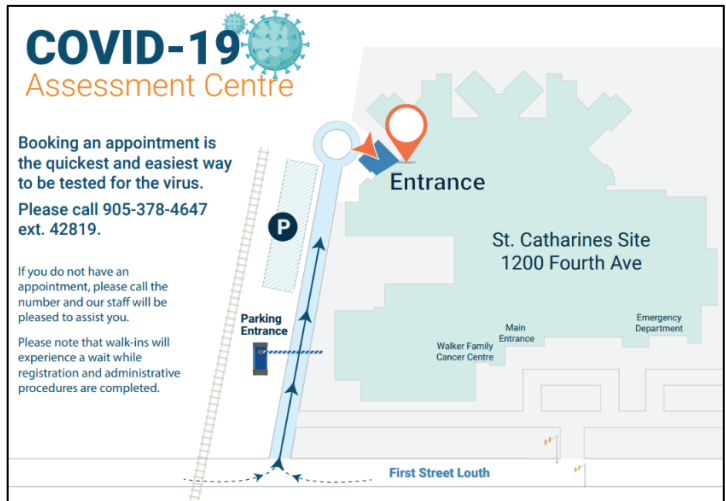
### Niagara Health COVID-19 Assessment Centres

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 9 a.m. to noon and 1 p.m. to 5 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.

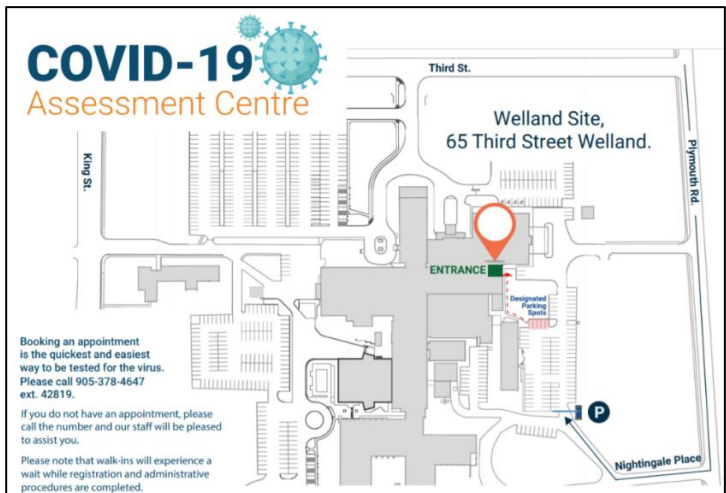


The **Welland Assessment Centre** is located in the auditorium of the Welland Site at 65 Third Street.

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/site/assessmentcentres) at [www.niagarahealth.on.ca/site/assessmentcentres](http://www.niagarahealth.on.ca/site/assessmentcentres)



## COVID-19 Assessment Centre Testing

### Book an appointment

**Booking an appointment ahead of time is the most efficient and timely way to get tested.** Our three assessment centres accept self-referrals for testing from members of the public.

Those experiencing symptoms, or who believe they may have been exposed to COVID-19 are encouraged to call in to schedule an appointment.

Call 905-378-4647 ext. 42819 (4-CV19) to make an appointment and receive instructions for testing.

### Walk-ins

Walk-ins are accepted until 4 p.m. on the days of operation; however, those without an appointment will need to wait in their vehicles while registration and administrative procedures are completed.

**This may take up to 30 to 60 minutes and is in addition to wait times to get tested given the volume of tests conducted at our assessment centres each day. Calling ahead is the quickest and most efficient way to register for a test.**

**Please note:** If you are an Ontario resident, you will need to bring your Ontario Health Card to the Assessment Centre with you when you arrive for testing.

## 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](#) 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](#) or [Google Play](#).
  - c. [MyChart](#) – Register for MyChart at [www.healthrecordsonline.ca/register](http://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](http://niagararegion.ca/health/covid-19/testing): [niagararegion.ca/health/covid-19/testing](http://niagararegion.ca/health/covid-19/testing)