

**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.**

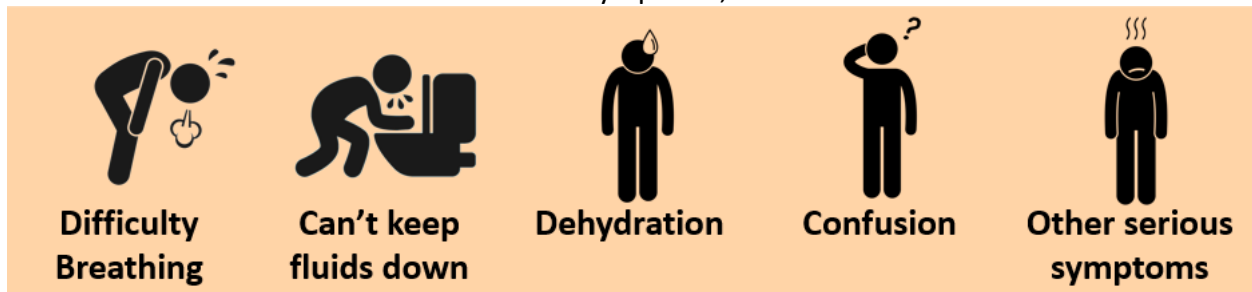
Suggested Prompts:

*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>