



VTAC's new digital system helps reduce turnaround time for COVID-19 test results

November 30, 2020 – Individuals who have a COVID-19 test completed in Renfrew County and District can now typically access their results within 48 hours thanks to Renfrew County Virtual Triage and Assessment Centre (VTAC)'s new electronic health record system, and partnership with Eastern Ontario Regional Laboratory Association (EORLA).

"We have understood residents' concerns about the longer wait times for their COVID-19 results and how this can impact their ability to return to work or school," said Dr. Jonathan Fitzsimon, Clinical Coordinator, VTAC. "I am thrilled that through a collaborative approach, VTAC has introduced a new computer system in just a few weeks that will better serve our communities as we live safely with COVID-19 in our midst."

Through a partnership with Arnprior Regional Health (ARH), VTAC has leveraged the Hospital's existing investment in the Connected Care Patient Portal to automate the COVID-19 test results process and make it conveniently available through the online patient portal. Additionally, the new partnership with EORLA has also helped enable the faster turnaround time for results.

"At VTAC, we continue to listen to residents' feedback about their testing experience, investigate solutions and identify ways we can improve the testing services for all of our communities," said Karen Simpson, Administrative Lead, VTAC. "Our new automated process was possible through regional partnerships and will have a meaningful impact as we navigate the rest of the pandemic."

VTAC COVID-19 swab results can now be accessed through the Connected Care Patient Portal if an individual chooses to register at the time of booking. If someone chooses not to register, they can only access their test results through the [Government of Ontario website](#) (the same turnaround timeline may not apply).

"Our ARH Team is pleased we could contribute to this project by leveraging our investment in the Connected Care Patient Portal," said Andrea McClymont, Manager, Health Information Services and Decision Support and Chief Privacy Officer, Arnprior Regional Health. "This has been a regional effort that will make it more convenient for individuals to access their COVID-19 test results – further enhancing the health and safety of our communities during the pandemic."

Learn more about the new way of accessing COVID-19 test results [here](#).

About Renfrew County Virtual Triage and Assessment Centre

The Renfrew County Virtual Triage and Assessment Centre (VTAC) was created in response to the COVID-19 pandemic to strengthen access to healthcare for all residents so our Emergency

Departments and 9-1-1 Service can be reserved for genuine emergencies. It is for residents who have a health concern (including COVID-19 concerns) but either do not have a family physician or cannot access their usual family physician. It also provides referrals to other services including mental health and community acute care. VTAC is a collaboration between Renfrew County Family Health Teams, Community Health Centres, the County of Renfrew Paramedic Service, Renfrew County Hospitals and the Renfrew County and District Health Unit, with the support of Ontario Health East. Learn more at www.rcvtac.ca

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