

## Guideline

Subject: **Email Guideline on Text Messaging Negative/Non-Detected COVID-19 PCR Test Results**  
Approval Date: April 2020  
Review Date: April 2022  
Review By: Microbiology Advisory Committee  
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During this COVID19 Pandemic many laboratories are being asked to provide a text messaging service directly to patients to notify negative/non-detected COVID 19 PCR Test Results. Because there is a potential for false negative results, mainly due to sampling error at the time of collection, it is important that patients be made aware that they still need to remain in isolation and discuss their situation with their doctor until they are given a clearance.

There should be a consent arrangement with the patient to receive a negative/non-detected result via text message and linkage of the surname, DOB, gender, postcode, and date of swab linked to the mobile number where the text is to be sent.

The suggested wording for such messaging is:

COVID-19 test requested by Dr XXXXXXXXXXXXX and collected on 13/04/2020.  
PATIENT DOB: XX/XX/XXXX  
RESULT: COVID-19 virus was NOT DETECTED on your swabs.  
NOTE: You must remain in isolation and discuss with your doctor. Further testing may be required.