

Getting Your COVID-19 Test Results



Q How and when will I get my results?

A Your results will be available in the Sema4 Patient Portal, and most results are returned within two days from the time our lab in Branford, CT, receives your swab. Samples may take up to half a day to reach the lab, depending on the collection time and location.

Q How do I register for the Sema4 Patient Portal?

A We will use your provided email address to create your Sema4 Patient Portal account. Once your sample arrives at our lab, we'll send you an email with a Sema4 Patient Portal registration link. **Please note that each individual must sign up for a unique email address (i.e., multiple family members or individuals cannot use the same email address).**

Q What if I don't have an email address, or I'm testing multiple people, including minors?

A Each person will need to sign up for an email address. In the meantime, we'll use your cell phone number to communicate with you until you provide us with your new email address. Results will not be released via text message, so it will be necessary for you to register in the portal. Once your sample arrives at our lab, we will send you a text message with instructions for using your new email address to register for the Sema4 Patient Portal account.

Q What if I need to register a minor?

A Legal guardians or parents must provide a unique email address to register a minor on the Sema4 Patient Portal. Parents/guardians and children cannot use the same email address if both are tested.

Q Who can I contact if I need more information or have questions?

A Sema4 is here to help you with any questions you have. If you haven't received your result in the portal within three days from collection, please call our Client Services Team at **800-298-6470** and then press option 2 and then option 2 again or email us at **cov2support@sema4.com**.

Who is Sema4?

Sema4 is a patient-centered health intelligence company advancing healthcare through data-driven insights. We are headquartered in Stamford, CT, and have genetic testing labs in Stamford and Branford, CT. Visit www.sema4.com for more information.

COVID-19 Test Information

Q What kind of COVID-19 test did I receive?

A Sema4 took a nasal swab from you, which we will test in our lab for SARS-CoV-2, the virus which causes COVID-19. We use a highly accurate technique called a Polymerase Chain Reaction (PCR) to look for the virus in your swab sample. The test you received is not an antigen test.

Q How accurate was the test I received?

A The clinically validated PCR tests used by Sema4 have achieved the highest level of sensitivity (100% at 60 copies/ml) and specificity (>99%) available for these types of tests. We run them in our CLIA-certified and CAP-accredited lab in Branford, CT.

Q What happens if my test result indicates that SARS-CoV-2 is detected?

A If your test indicates that SARS-CoV-2 was detected, please contact your healthcare provider. Even if you do not have symptoms, the CDC recommends that you stay home, isolate yourself from others, and wear a mask over your nose and mouth. For a full list of recommendations, please visit the CDC website:
<https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>

Q What happens if my test result indicates that SARS-CoV-2 is not detected?

A Although the virus was not detected, you should continue to practice social distancing, wear a mask, and follow other CDC guideline recommendations. If you do happen to experience any unexpected symptoms, please contact your healthcare provider.

Q Will my test detect the newer strains of SARS-CoV-2?

A Currently, the test detects all known SARS-CoV-2 strains, including those most recently identified. To test for SARS-CoV-2, we use PCR to look for two of the virus' genes. If a new variant impacts the ability to detect one of these genes, the virus' presence can still be confirmed by testing for the other gene. However, there is always the possibility of new variants evolving, and we cannot rule out a false negative result (i.e., an infected individual receiving a negative result). It should also be noted that the test is qualitative, detecting only the presence or absence of the virus, and does not distinguish between viral strains.

Q What should I do if I feel ill before getting my results?

A If you feel sick before getting your results, you should self-isolate right away to protect others and contact your healthcare provider. In an emergency, please call 911.