

COVID-19 Post-Test Information



What kind of COVID-19 test did I receive?

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.



When will I get my results?

Most results are returned within two days from the time our lab in Branford, CT, receives your swab. Swabs may take up to half a day to reach the lab, depending on the collection time and location.



How will I get my results?

Your results will be available in the Sema4 Patient Portal.



How do I register for the Sema4 Patient Portal?

Before being swabbed, you will be asked to provide a valid email address. Once your swab arrives at our lab, you will receive an email with instructions for logging into the Sema4 Patient Portal to create an account. It can take up to 12-24 hours to receive this registration email.

Please note that each individual must provide a unique email address (i.e., the same email address cannot be used for multiple family members or individuals). If you have been tested by Sema4 before, please use the same email address each time.



What if I don't have an email address?

Please supply a cell phone number and, in the meantime, sign-up for an email address. Once your swab arrives at our lab, we will send you a text message with instructions for using your new email address to create a Sema4 Patient Portal account.

Please note that each individual must sign-up for a unique email address (i.e., the same email address cannot be used for multiple family members or individuals).



What if I need to register a minor?

Legal guardians or parents must provide an email address to register a minor on the Sema4 Patient Portal.

Please note that children must be registered using a unique email address (i.e., parents and children cannot use the same email address if both are tested).



How do I access my results in the Sema4 Patient Portal?

After your sample has been processed, you will receive another email notifying you that the results are ready. You can then access your test results via the Sema4 Patient Portal, as well as downloading a PDF copy of your results for your records.



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

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.*



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

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>



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

Although the virus was not detected, you should continue to practice social distancing, wear a mask, and follow other CDC guideline recommendations.



How accurate was the test I received?

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.



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.



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

Sema4 is here to help you with any questions you have. If you haven't received your result within three days, 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.