



Online access to COVID-19 lab test results for Health Care Providers

If you are an authorized Ontario health care provider with access to Ontario Laboratories Information System (OLIS), you can access novel coronavirus (COVID-19) lab test results stored in OLIS in near real-time.

92% of all laboratory tests performed in Ontario are represented in OLIS, including COVID-19 tests. The Digital Services business unit of Ontario Health is collaborating with laboratories performing COVID-19 tests to successfully submit their results into OLIS.

Ordering health care providers and labs are reminded to ensure complete patient identifiers, including Ontario Health Card Number (HCN), are captured when submitting lab orders and test results to OLIS to enable the capture and display of all test results. Outlined below are details on accessing COVID-19 lab test results in eHealth Portal.

eHealth Portal

You must be authorized for OLIS information access. The Lab icon does not display if you do not have access. To see OLIS information, the patient must have an Ontario HCN.

The screenshot shows the eHealth Portal interface. On the left, there are icons for 'Diagnostic Imaging' and 'LAB'. A red arrow points from the 'LAB' icon to a table of test results. The table has columns for 'View Rprt', 'Collection Date/Time', 'Order ID', 'Test Request Name', and 'Results Indicator'. Two rows of data are visible, both for 'Viral PCR' tests with a 'Reported' status. The 'View Rprt' icon in the first row is circled in red.

Click **Lab** icon.

Search and verify patient.

Click **Report** icon to open report and view results and interpretation.

View Rprt	Collection Date/Time	Order ID	Test Request Name	Results Indicator
	2020-03-12 17:55 EDT	20AH0312_05	Viral PCR	Reported
	2020-03-10 10:35 EDT	20AH0310_01	Viral PCR	Reported

Who to Contact for Assistance

ONE ID

- If you have forgotten your ONE® ID Login ID or Password, click the Forgot Login ID/Forgot Password link on the [ONE ID Login screen](#)
- To maintain your ONE® ID account and keep your information current, log in to <https://oneid.ehealthontario.ca> to access the My Profile page

eHealth Portal

- OLIS access request/assistance: contact your organization's Local Registration Authority (LRA) or your help desk
- Help and information on how to use eHealth Portal, click [here](#)
- If other assistance required: Ontario Health (Digital Services) Service Desk at 1-866-250-1554 or servicedesk@ehealthontario.on.ca

Technical issues for eHealth Portal, ONE ID, OLIS

- Contact Ontario Health (Digital Services) Service Desk at 1-866-250-1554 or servicedesk@ehealthontario.on.ca