



Step-by-Step Guide to the **Day 10 Home-Kit COVID-19 TEST**

*For Use by Farms on the Temporary Foreign Worker Program

Switching to a Better Customer Service Experience

Are you ALL SET?

Asmo-List-Label-Send-Expect-Talk

1. Create your **ASMO** account.

Your ASMO account is the most reliable way to access your results in a safe, easy, secure way. To get started, please visit:

<https://portal.switchhealth.ca/register/clinic>

To begin:

- Enter the Farm or Company Name. Creating your ASMO account under your Farm or Company name is the most convenient way to manage your account and worker's results. If your Company name is "Farmers Incorporated" for example, you may enter "Farmers" as the first name and "Incorporated" as the last name.
- Please note, creating accounts under each temporary foreign worker's name, with their individual email addresses or out of country phone numbers may cause delays in receiving tests results. **We highly recommend you create one account for your Farm or Company.**
- Alternatively, you may use the Operation Lead's first name and last name.
- Enter the Operation Lead's email address. You will be asked to enter the email address twice.
- Click "next".

- Choose a security question from the list and enter a secret answer.
- Enter a password of choice. Passwords must be a minimum of 8 characters, and include at least 3 lowercase letters, 1 uppercase letter, 1 number, and 1 special character. You must type in your password twice and make sure they match.
- Click “next”.
- Enter the Operation Lead’s Health Card Number, date of birth, sex, and cell phone number.

If there are any fields you do not have information for (for example, flight number) simply enter TFW.

Please note, your phone number is how you will authenticate your login and how you will be notified when your results are available (an email reminder will also be sent). Each time you log into your account, a different 6-digit code will be sent via SMS to your cell phone. You must type in a code each time you attempt to log into your account.

If you do not have a cell phone, enter a landline number that is regularly answered. You can authenticate your login by selecting “send e-mail instead” when signing in.

- Click “next”.
- Enter Farm or Company Address.

Search for address in the drop-down bar, once selected it will auto fill mandatory fields. Add apartment number after selecting the main address or manually enter entire address. **If your address is not available on the drop-down, manually enter the address in the available fields.**

- Click “next”.
- You will now see “Registration Complete.” Login.
- This means you have successfully created your account on the ASMO portal and are ready to move on to step 2.

2. **LIST** all your temporary foreign workers as dependents.

Please ensure you have gained consent from your employees to access their health information prior to adding them as dependents.

- Continue to login. Type in your email and password. You will be sent an SMS with a 6-digit security code to verify your login. When logging in after an account is created, you will have the option to choose “send an email instead”.
- Enter the code and click “Log in”. This will take you to the main portal. To add temporary foreign workers, select “Dependents” on the left panel.
- Click add dependent in the right corner.
- Enter required information. Name and Date of Birth are required to process the sample. **Note: If there are fields you do not have the information for, enter TFW.** Click save.
- Ensure all dependents have been added properly. If you make a mistake, you can edit the information by selecting “edit dependent” next to name.

3. **LABEL** your test tube and register the 9-digit serial number located

in the test tube inside the Day 10 Home-Kit for **EACH** employee. Each dependent will have their own 9-digit serial number. It is very important you associate this number to each dependent’s name, do so by choosing the dependent from the drop-down menu. Please be very careful to assign the correct 9-digit serial number to each corresponding dependent - this is the **ONLY** way you will receive accurate results. To do so:

- Click “At Home Test Kit” on the left-side panel.
- Click “Continue”

- Use the drop-down menu under “Patient” to select the appropriate dependent and add the serial number from their Home Kit. The serial number can be found on the collection tube.
- Click “Add”.
- Click “Try again later”. If you click start test, this will take you into the virtual Telehealth portal. **Please do not do this.**
- Go back to “Patient Tests”.
- You can see what tests have been “Added” and what patient/dependent they have been assigned to. The date you enter the serial number will show as the date the specimen/test was completed. This will be adjusted by Switch Health on your appointment date.
- Now you are ready to schedule your appointment with a Switch Health nurse!
- To save time, we also recommend the day before your appointment you prepare the specimen collection tube label (TFW full name & date of birth); and place the label on the tube, ensuring it does not cover the barcode or serial number.

*****IMPORTANT: The primary reason for results coming back as “damaged” is due to improper labeling. In order for the lab to process a test, the test tubes must be labeled with a name and date of birth, and it must match the serial number in ASMO, which is what generates the requisition for the lab. The serial number must be assigned to the name of the worker (or “dependent”) in the account, and not to farm lead or organization name.*****

4. **Send** in the form below requesting your Day 10 Home-Kit Covid Test Appointment.

- Please complete the form below to request your Day 10 Covid Test Appointment. Please ensure this form is completed for each testing date/location needed. For example, if your TFWs require testing on Monday and Tuesday, please submit two separate forms. If your

workers all need testing on the same day and the same location, you only need to submit one appointment request.

- **While appointments are available 7 days a week, please submit your requests Monday to Friday.**

<https://forms.office.com/Pages/ResponsePage.aspx?id=xzsoR4K-QkudOyvHdo2qsgy5KCOABRJAi-wyXtz8sBFUREdDUkdKS0w3QUdDSzRHTk5DNjhHRTFEVS4u>

- Please note the form is available in English and French, by clicking on the link in the top right corner.
- The form to request your Day 10 Home-Kit Appointment, is a separate step from creating your account on ASMO. You must still complete this form. If you do not complete this form, we will be unable to schedule your appointment.

5. **Expect** an email the day before your Day 10 Home-Kit test

confirming the **approximate** time your appointment with a Switch Health nurse will take place.

- The day of your appointment, you will receive either a link to join the nurse via video conference (if you requested a Telehealth appointment) or a phone call (if you requested a phone only appointment). The link will include the time of your appointment.
- If you have reliable internet access, we recommend you choose the Telehealth appointment option when requesting your Day 10 appointment. **For remote areas without access to reliable internet, Switch Health offers phone appointments**, where our nurses can safely and reliably walk your workers through their tests.
- For your convenience, we have created a step-by-step video, illustrating the process of taking your Day 10 Home-Kit. The video is available in 12 languages. You may access this video at: <https://www.switchhealth.ca/en/individuals/home-kits/covid-test/#video>

- Please note you **do not need to use the ASMO portal to connect with a nurse via video**. You only need to have the ASMO account set-up (see step 1) By completing the form in Step 4 of this guide, you will have a guaranteed appointment with reduced wait times.

6. **T**alk to a Purolator agent to arrange for pickup or contact us directly

for expedited service during the weekend or during a Holiday weekend.

- If you complete your Day 10 Home-Kit Test Appointment **Monday-Thursday**, please contact Purolator and arrange for pickup.
- For questions about Purolator pickups please call: 1-888-744-7123
- If you complete your Day 10 Home-Kit Test Appointment **Friday-Sunday or during a Holiday Weekend**, please contact the TFW direct line at: 888-511-4501 and we will arrange expedited pickups.
- If you live in a **remote area** where Purolator pickups are not available, please contact the TFW direct line at 888-511-4501 **Monday-Sunday**.
- We recommend you place your test(s) in the refrigerator until pickup. Please do not leave your tests outside.
- Please note, it is extremely important when arranging all pickups, you provide the address where the **Day 10 Home-Kit tests will be**. Our couriers need to be able to collect your samples. Failure to provide the appropriate address will result in delays accessing your results.
- When arranging pickups, please also provide our courier partners with the Farm Lead's cell phone number.

Congratulations, you are **ALL SET!**

What's **NEXT**? 

1. **N**eed help?

At Switch Health we have a dedicated TFW line ready to answer all your questions and concerns.

- Please call us at 888-511-5401 if after being **ALL SET** you still feel an Account Manager is the best solution for you. Alternatively, you can email us directly at: tfw-canada@switchhealth.ca and make your request.
- Someone will be in touch with you with next steps in 2-4 days.

2. **Ex**pect your results via the ASMO portal.

- Once your results are ready, you will receive an SMS message to the phone number you provided on your ASMO account as well as an email alert.
- Results typically take 2-4 days to process **from the time of pick-up.**
- **Please note the time tests spend travelling to our labs does not count towards processing time.**

3. **T**roubleshoot

Have an issue?

For your convenience we have assembled a quick guide to solving some of your most common setbacks:

Help, my test results came back inconclusive. What can I do?

Registering each 9-digit serial number correctly on **ASMO** is the first step for being **ALL SET**. If an error has occurred due to incorrect registration, please call the dedicated TFW line at 888-511-5401 to determine if a correction can be made. If a correction cannot be made, a new set of tests will be provided to you. To request a new set of tests please call the TFW line at 888-511-5401.

I need new Day 10 Home-Kits sent to me. How can this be accommodated?

It is extremely important to follow the **ALL SET** steps to ensure your Day 10 Home-Kits are properly managed from the time they are received. If your Day 10 Home-Kits have been tampered with, have been prematurely opened or used please call the dedicated TFW line at 888-511-5401 to receive replacement Day 10 Home-Kits via courier service.

I did not register on **ASMO before sending my tests to the lab.**

If each Day 10 Home-Kit has not been registered correctly before sending to the lab, please call the dedicated TFW line at 888-511-5401 to determine if a correction can be made with the existing Day 10 Home-Kits. If a correction cannot be made new Day 10 Home-Kits will be sent to you via courier service.

Who will schedule the pick-up - do I do that, or will Switch Health do that?

Each farm is responsible for being **ALL SET**! **TALK** to Purolator to schedule a pick-up for the Day 10 Home-Kit tests in accordance with the availability in your region.

Purolator does not come to my area, what do I do?

The dedicated TFW line at 888-511-5401 can help to assist with test pick up in remote areas not serviced by Purolator.

I completed my tests late Friday night; do I need to wait until Monday for Purolator to come?

The dedicated TFW line at 888-511-5401 can help to assist with test pick up when Day 10 Home-Kit testing dates do not align with Purolator pick-up schedules in your region.

I already registered on [ASMO](#); my account manager has not called me to fill out my appointment request for 10-day testing.

If you have registered with [ASMO](#), [LISTED](#) your TFW dependents correctly, and [LABLED](#) your test tubes properly, the next step for being [ALL SET](#) is [SENDING](#) in the form to request your Day 10 appointment. Please refer to step 4 of this guide.

How do I cancel my appointment after it's been made?

Appointments can be cancelled by simply calling the dedicated TFW line at 888-511-5401 and provide your farm name, appointment date and appointment time.

I do not have reliable internet on-site, how can I manage my 10-day test appointment with a nurse?

If you do not have reliable internet on-site you can choose the phone option when scheduling your test appointment. During this time a nurse will guide you and your TFWs through the testing process via telephone conversation.

On the day of the Day-10 Test Appointment, can I act as a translator for my workers?

Yes, if your appointment is booked and your TFWs need translation services, you are more than welcome to translate for workers who are unable to speak English or French.

I have multiple workers ready for their 10-day test. Can they all do their appointments on the same day and how long will that appointment take?

Yes, multiple TFWs that are **LISTED** as dependants can all be tested on the same day. When making your appointment, field 11 on the form in step 4 asks you to confirm the number of workers that will need to be tested on the day of the appointment. Please enter the exact number of workers that will need to be tested during the appointment. If you have followed **ALL** the steps in this guide, your appointment can take as little as an hour, even with 15 or more workers.