

# COVID-19 SMS Text & Autodialer FAQ

## **If I require testing, will I be eligible for the SMS texting or autodialer option?**

- The SMS text messaging and autodialer option is now offered throughout the province.
- The SMS text messaging and autodialer option will deliver both positive and negative results. All positive results will still be followed up through a phone call from AHS Public Health for further information and instructions.
- All Albertans will be provided with the opportunity to consent to this method of positive or negative results delivery at the time that they book their test through [ahs.ca/covid](https://ahs.ca/covid). In the case of drop-in testing, this option will be provided at time of drop-in at AHS assessment centre.
- It is important to understand that if you opt-in to receive your test result through SMS text messaging or autodialer, your test result will be sent to your phone, and – depending on your personal text preview settings – could be displayed on your phone’s screen. You can consider adjusting your preview settings on your personal phones to meet your privacy preferences.
- Results will also be left on voicemail on the third attempt to reach an individual.

## **I don’t have any voice messaging on my phone/or I missed a call from AHS**

- All incomplete calls are logged immediately. If you do not have voice messaging, a member of the AHS team will call you back directly to ensure you receive your test results.

## **I received a call and could see that it was from AHS, but the call would drop and I couldn’t get the information.**

- If this occurs, your call was logged as an answered call, but not complete, and AHS will call you back directly to ensure you receive your test results.

## **The result SMS text message showed as being from a 10-digit phone number, rather than AHS specifically, in my received texts display. Is this expected?**

- Yes. The SMS text will not be delivered from a registered-to-AHS number/call display. The test results message will show as being from a 10-digit Canadian phone number rather than AHS specifically, and will have “URGENT from AHS” in the first line.

## **I received a call from AHS and listened to the results, but the results were not for me, but for someone else in my household. What should I do?**

- If you or someone from your household have signed up for the autodialer, the result will be delivered to the number provided. If you provide only one number you’re your family unit, you will receive the results for all individuals listed under that number

### What time can I expect these texts/calls?

- Automated phone calls will be delivered between 7:00 a.m. and 11:00 p.m., seven days a week and SMS text results will be delivered 24 hours a day, seven days a week.
- If you opt-in to receive an SMS text message, please note that you may receive your test result anytime within a 24 hour period, day or night.
- Parents and guardians will also be able to consent to receive automated test results for dependents (aged 17 years and younger).
- Each individual test result will be delivered by a dedicated call or text. This may mean that multiple calls or texts are delivered to a single number provided for a family unit.
- Please note: to get your test results by autodialer you will need to remove any anonymous call-blocking settings from your phone so that the autodialer call comes through. Please also make sure you answer any anonymous calls and read anonymous texts from numbers that you do not recognize.

### Why is AHS texting me in the middle of the night?

- It is important that anyone who tests positive for COVID-19 self-isolates immediately. Providing notification of positive results 24/7 removes unnecessary delays, allowing Albertans to self-isolate immediately and help reduce the spread of COVID-19.

### Will I be charged for the text message?

- If you have selected to receive a text message for your test result, depending on your plan with your cell phone provider, you may be charged for the incoming text message.

### Can I expect to receive other personal medical information through text message?

- No. Sending COVID-19 test results through SMS text and autodialer is being permitted under special circumstances during the COVID-19 Pandemic.

### Where else can I access my records?

AHS will always notify you of your COVID-19 test results. In addition, Albertans 14 years old or older can also access test results efficiently, online, through [MyHealth Records](#), a secure Alberta government service that helps keep track of your health information. You will need to [sign up for a MyAlberta Digital ID](#) to use this service. *You can also* get results through your family physician.

### What is the risk of a privacy breach associated with autodialer systems?

- The autodialer and SMS systems are programmed to provide results to the numbers provided by the Albertan at time of consent.
- We have ensured that the result scripts provide only the first name through the recording or text, to reduce patient identifiability, should an incorrect phone number be provided by the patient at time of consent.

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- Anyone who believes they have received an AHS autodialer results call or text that is not for them or anyone in your household can call 811 to report this matter.
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- Anyone who believes they have received an AHS autodialer results call or text that is not for them or anyone in your household can call 811 to report this matter.