

# Frequently Asked Questions

## Travel Related Testing & Documentation Requests

Travelers are responsible for understanding any COVID-19 testing and reporting requirements for their travel. They must allow enough time for their testing and to secure printed results. If you are requiring proof of COVID-19 status prior to travel, please plan ahead.

Albertans planning travel should allow at 7-10 days from the time they are swabbed for COVID-19 to having access to printable test results.

We understand that current traveler testing processes may not align with requests from some airlines, countries or local authorities, for travel outside of Alberta. We are working on new processes that will be in place in the coming weeks. The new travel process will significantly shorten turnaround times for testing results for travelers, by early October. In the meantime, we continue to remind all Albertans planning travel to consider testing requirements well ahead of departure date.

Travel-related swabbing and testing is available for asymptomatic patients only. If you are experiencing any symptoms of COVID-19, please call HealthLink/811.

### 1. What does my airline or travel agent need? When do I need to provide them information, and what is the date needed for my test results?

Travelers are responsible for understanding any COVID-19 testing and reporting requirements for their travel, and allowing enough time for their testing, and to secure printed results.

Travelers need to contact their airline or travel agent to determine the needs for their travel.

To help travelers meet documentation requirements, AHS has prepared a letter that can be printed and provided to airlines or travel partners to explain the results. Travelers can find the letter [here](#).

Please note an official global travel advisory remains in effect. Non-essential travel outside Canada and all cruise ship travel should be avoided, and non-essential travel outside the province is not recommended.

For more information on travel restrictions and related advice, visit <https://www.alberta.ca/covid-19-travel-advice.aspx>

### 2. How long will it take to get a swab? How long will it take to get my results?

Albertans planning travel should allow at 7-10 days from the time they are swabbed for COVID-19 to having access to printable test results.

We understand that current traveler testing processes may not align with requests from some airlines, countries or local authorities, for travel outside of Alberta.

# Frequently Asked Questions

We are working on new processes that will be in place in the coming weeks. The new travel process will significantly shorten turnaround times for testing results for travelers, by early October.

In the meantime, we continue to remind all Albertans planning travel to consider testing requirements well ahead of departure date.

### 3. How do I book a test?

All Albertans, including travelers, can access asymptomatic testing through AHS.

To book your COVID-19 swab test through AHS, you can secure an appointment online at [www.ahs.ca](http://www.ahs.ca) for the upcoming week.

- You can book your appointment up to 7 days in advance.
- You can also phone Health Link/811, to book your test.
- If a swab test appointment cannot be arranged in advance, travelers will be directed to attend an AHS walk-in assessment centre.
- Please visit [www.ahs.ca](http://www.ahs.ca) for assessment centre locations and hours.

### 4. Is there a special queue for me, as a traveler?

There is no prioritizing or separate queue for travelers requiring travel-related tests or documents. Testing priorities are outlined on the Alberta Health [website](#).

### 5. Do I need to pay for my test?

No, there are no fees for swabbing or testing for COVID-19 in Alberta. All COVID-19 testing is free.

Alberta Precision Laboratory will charge a \$25 fee for patients who request access their test result in printable form through APL. Please note that this fee DOES NOT provide expedited access to test results. There is no priority queue for test results reporting.

### 6. I don't have enough time to get swabbed and get my results on time as outlined. What do I do now?

We will do the best we can to ensure travelers have their swabs and test results completed in time to meet their requirements, though we cannot guarantee turnaround times, and we cannot meet requests if the appropriate amount of time is not provided.

Travelers are responsible for understanding the COVID-19 testing requirements for their international travel, and ensuring they have enough time to obtain test results.

We understand that current traveler testing processes may not align with requests from some airlines, countries or local authorities, for travel out of Alberta.

# Frequently Asked Questions

We are working on new processes that will be in place in the coming weeks. The new travel process will significantly shorten turnaround times for testing results for travelers, by early October.

In the meantime, we continue to remind all Albertans planning travel to consider testing requirements well ahead of departure date.

## 7. How do I get my printed results?

The most efficient and direct access to your own results for Albertans 14+ is to sign-up for MyHealth Records (<https://myhealth.alberta.ca/myhealthrecords>), though Albertans requiring test results prior to travel can secure their printable COVID-19 test result through several means:

- MyHealth Records account (<https://myhealth.alberta.ca/myhealthrecords>) where COVID-19, and other laboratory results can be accessed online.
  - Albertans 14 years old and over can access MyHealth Records online, immediately after signing up. Patients have a 30-day grace period to verify their account.
  - Albertans 14 years old can sign up to MyHealth Records and view their COVID-19 test results, as well as other common lab results, immunizations, medication history and other personal health information.
  - If you have questions about using MyHealth Records please call 1-844-401-4016.
- Family physician or primary healthcare provider; or
- Alberta Precision Labs (APL).
  - APL can provide a printable report by email directly to the requestor in a secure fashion.
  - Travelers will be charged \$25 for the provision of this report, which is emailed to the requestor.
  - Results will be emailed only to the patient requesting the results (the traveler), or for the requestor's dependents, and cannot be provided directly to an airline, travel agent, or any other third party. To proceed with this option:
    - Once your appointment for swab collection is complete, fill out the APL Request to Access Health Information Travel form (form HIA7628)
    - Email the completed form to [aplcit@albertaprecisionlabs.ca](mailto:aplcit@albertaprecisionlabs.ca), or fax to 403-770-3701
    - If you have questions about accessing your results through APL, please call 403-770-3959, 8:00am-4:00pm, Monday-Friday, or 403-770-3600 on evenings or weekends, or email questions to [aplcit@albertaprecisionlabs.ca](mailto:aplcit@albertaprecisionlabs.ca).

APL recognizes the right of individuals under the Alberta Health Information Act to access their own information and has an Access Request procedure in place for patients who wish to get copies of their laboratory record.

# Frequently Asked Questions

## **8. I don't have a MyHealth Records Alberta account. Do I need one?**

MyHealth Records is the fastest, most convenient way to access your COVID-19 test results. Albertans 14 years old and over can sign up to MyHealth Records and view their COVID-19 test results, as well as other common lab results, immunizations, medication history and other personal health information. Click [here](#) to learn more, or call 1-844-401-4016.

## **9. Can you send the results of my test directly to my airline or travel agent?**

Results will be emailed only to the patient requesting the results (the traveler), or for the requestor's dependents. We cannot provide results directly to an airline, travel agent, or any other third party.

## **10. I am travelling and require a printed confirmation of my tests results. Who do I contact?**

If you have questions, please call 403-770-3959, 8:00am-4:00pm, Monday-Friday, or 403-770-3600 on evenings or weekends. You can also email questions to [aplcit@albertaprecisionlabs.ca](mailto:aplcit@albertaprecisionlabs.ca)

## **11. Where can I get information about how to safely travel?**

You can find information and recommendations about traveling and COVID-19 on the Government of Alberta website [here](#). If you have any questions, call Health Link at 811.