

# Instruction Manual

## COVID-19 At Home Specimen Collection

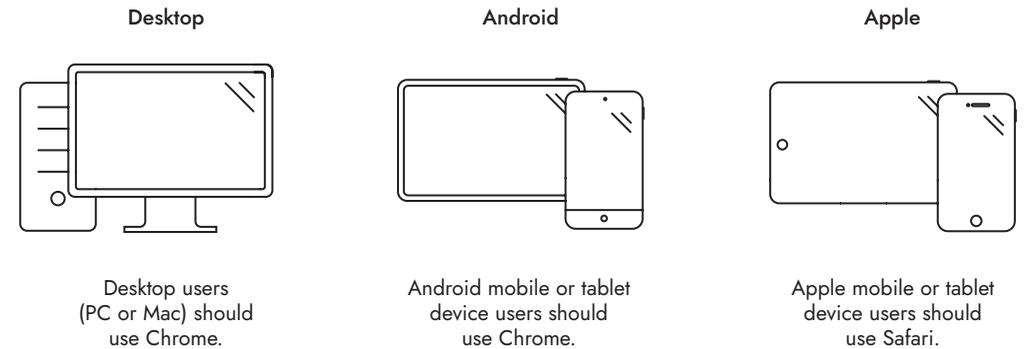
Product Disclaimer: Switch Health tests screen for the presence of the novel coronavirus SARS-CoV-2. SARS-CoV-2 causes the disease COVID-19: an acute, sometimes severe, respiratory illness. When used in accordance with the instructions provided both by Switch Health and a Switch Health specialist during your telehealth appointment, these tests are intended to identify infected individuals with symptoms, without symptoms, or prior to the development of symptoms to prevent the spread of COVID-19. Switch Health will not be responsible and cannot guarantee the results of the test if the user a) fails to follow the instructions provided; b) does not properly engage a Switch Health specialist via telehealth; c) fails to follow the instructions exactly; and d) fails to follow the instructions provided regarding packaging and shipping the sample.



Testing must be completed via telehealth through ASMO, the Switch Health online portal. You'll need an ASMO account to get started. For accurate test results, please review and follow all instructions carefully or your test may not be valid.

## Browser Requirements

ASMO works best with Google Chrome or Safari, depending on your device.



## How It Works

Read through this guide before you begin. Find a step-by-step instructional video and detailed instructions at [switchhealth.ca](https://switchhealth.ca) (available in multiple languages).

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**1 Create your ASMO account**  
Scan the QR code with your phone camera or visit [portal.switchhealth.ca](https://portal.switchhealth.ca) to get started.  
Remember to add any dependent(s) you may have.
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**2 Register your kit(s)**  
Login to ASMO to register the serial number found on your kit.  
If you have dependents, be sure to register their serial numbers as well before connecting with us.
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**3 Connect with us on ASMO**  
Review our checklist to make sure you have everything needed to begin. Then we'll walk you through step-by-step.  
**Please do not start the test until instructed.**
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**4 Send your kit back to us**  
Choose one of our free, contactless pick-up methods. Or drop it off at a designated drop box.

## Your Appointment Checklist

Here's what you'll need to avoid delays and ensure accurate results:

- Government-issued photo identification  
Such as Passport, Driver's License, or Health Card
- Hand sanitizer
- A pen to fill out your tube label  
Label must be legibly filled out with full name and date of birth
- Internet-connected device that meets our Browser Requirements (please refer to next page)
- Clean tissues

Before your test, blow your nose and wash or sanitize your hands.

## Frequently Asked Questions

- What is ASMO?**  
ASMO is the Switch Health proprietary patient portal and telehealth platform. You will need to create an account or login to attend telehealth appointments, or to view test results.
- When is ASMO telehealth open?**  
You can find our telehealth hours of operation on our website at [switchhealth.ca](https://switchhealth.ca)
- How do I register for ASMO?**  
Visit [portal.switchhealth.ca](https://portal.switchhealth.ca) to create or login to your ASMO account. You can change your email or phone number, and add dependents to your account.
- What do I do with my specimen if there's no pickup availability?**  
If your scheduled pickup is more than 24 hours after your test, please drop off at your nearest drop box location. If that is not possible, please place your kit in the refrigerator until it can be collected.
- Where can I access my results?**  
As soon as your results are available, you'll receive an email and SMS text message. You can view and download your results right from ASMO. Unfortunately, we cannot expedite results.

## Contact Us

-  [switchhealth.ca](https://switchhealth.ca)
  -  [homekits@switchhealth.ca](mailto:homekits@switchhealth.ca)
  -  1-888-966-6531
  -  Live Chat
- If you have trouble connecting or do not have internet access, please call us at 1-888-966-6531.

