

Switch Health

This is an important update on key elements regarding the services provided by Switch Health along with key instructions to support seamless day 10 testing.

SWITCH HEALTH ACCOUNT MANAGERS

Switch Health has introduced Account Managers that will be assigned to Temporary Foreign Worker employer accounts as a lead point of contact for all inquiries moving forward to ensure employers have dedicated support throughout the process.

A Switch Health Account Manager will be in contact with the account Operational Lead by email within 24 hours following the set up of a Switch Health Account.

If you have an existing Switch Health Account but do not yet have a Switch Health Account Manager assigned to you, please contact TFW-Canada@Switchhealth.ca OR call 1-888-511-4501.

ACCOUNT SET UP AND DAY 10 TEST SCHEDULING

Attached you will find instructions (Appendix A) about how to set up an Operational Lead within a Switch Health account. This feature will allow an employer to **add multiple** Temporary Foreign Workers to a single account to assist in the management **of all of your worker** day 10 tests and results.

Each Operational Lead will receive a link to an online booking form from their Account Manager.

It is important to schedule the day 10 test as early as possible (with 48 hours of the arrival of workers- Day 2 of arrival) to ensure there are no delays in the administration of this critical test and minimize the time employers wait in a queue for the scheduling of tests. Knowing this information in advance will assist Switch Health in mobilizing sufficient resources to facilitate and process day 10 tests as efficiently as possible.

Attached you will also find additional information (Appendix B) about how to access all available services to support Temporary Foreign Workers including appointment booking, test administration and results management within the Switch Health Account.

Switch Health services are available in Spanish. If you require Spanish speaking supports for the administration of your day 10 test, please inform your Switch Health Account Manager at the time of test scheduling.

If you have questions about or need help setting up your Switch Health Account or setting up a day 10 Appointment, please contact TFW-Canada@Switchhealth.ca OR call 1-888-511-4501.

MOBILE SERVICES

For employers in Ontario, Switch Health is going to be providing mobile testing services to support on-farm administration of the day 10 tests, where possible. These special requests should be made when communicating with your Switch Health Account Manager. *Please note: in most cases, the phone appointments/telehealth appointments will still be the most efficient method to have the tests administered quickly.*

EASTER HOURS

Recognizing the importance of these critical services and the administration of day 10 tests, Switch Health will be providing supports to employers and operating appointments as usual throughout the Easter Weekend (8:30am – 6:30pm EDT, Monday to Friday and 10am-4pm EDT, Saturday and Sunday).

Please be sure to make any appointment requests for the Easter weekend no later than 6:30pm Thursday, April 1, 2021. You can email TFW-Canada@Switchhealth.ca OR call 1-888-511-4501 to make an appointment.

COURIER SERVICES

Beginning on Easter Weekend, Switch Health will have dedicated courier services operating throughout the weekends. Please indicate weekend courier needs to your Switch Health Account Manager at the time of booking your appointment. These weekend courier services will continue beyond the Easter Weekend.

DROP BOXES

Please see attached for a list of acceptable Purolator drop boxes (Appendix C) where kits can be deposited. If you are unable to schedule a pickup with Purolator, please contact your Switch Health Account Manager to organize a third-party courier pickup.

Important: Please **do not use** drop boxes from Thursday, April 1, 2021 at 4:00pm– Tuesday, April 5, 2021 at 8:00am, as Purolator will not be picking up from drop boxes over the Easter weekend. **Do not use** drop boxes over any weekend as Purolator conducts drop off and pickups during the week only and **will not** be picking up during weekend hours.

CORRECT TEST LABELLING

Incorrect labelling is one of the most common mistakes resulting in delays to the day 10 test process. Attached is a visual aid (Appendix D) to assist in the correct labelling for COVID 19 tests. Please follow instructions carefully to ensure there are no issues or delays in returning test results. Please ensure you use the label in the collection kit and write First Last Name and Date of Birth on each label, applying to label to the test tube being careful not to cover the 9-digit serial. Incorrect labelling may mean the laboratory is unable to run your specimens.

Please contact TFW-Canada@Switchhealth.ca OR 1-888-511-4501 if you have additional questions.