

# How to Book a COVID-19 Test

When you book a COVID-19 test at a Trillium Health Partners (THP) assessment centre, you will first have an online virtual assessment with a THP physician. Patients are pre-registered and assessed from their home to reduce the time spent at our assessment centres and ensure those who need a test get one.

Follow these steps to create an account and book a test.

**⚠️ THP does not charge for COVID-19 assessments or tests. If you are asked to pay a fee, visit [thp.ca](https://thp.ca) to book a test.**

**Due to high demand, you may not be able to book a same day or next day appointment. Please try again the next day.**

## 1. Create your account

Visit [trilliumhealthpartners.ca/assessment](https://trilliumhealthpartners.ca/assessment). Enter your Ontario health card number and click "**Continue**". Skip this step if you don't have an Ontario health card.

If you already have an account, select "**Sign In**" on the top right of the screen.

Next, enter in your personal information, including your full legal name.

**⚠️ Each member of the same household or family over the age of 18 should create their own account. Children under the age of 18 must be added to their parent's account to book an appointment.**

### **Need Help?**

If you have a question or need help, please click the circular icon on the bottom right to instantly connect with a customer service representative.

## 2. Confirm your account

You will get an email to verify your email address. Click "**Verify Email**". Please check your junk or spam folder.

After confirming your email, you will be asked to confirm your phone number. You will get a text message with a six-digit code. Enter the code and click "**Submit**".

**⚠️ If you want to download the mobile app after creating an account, click "**Open in Mobile App**" and follow the download instructions.**

### 3. Request an assessment with a THP physician

Sign in and select “**Get care**” or the click the teal circular button at the bottom of the mobile app.

Submit your request by choosing the name of the patient and click “**Continue**”. If more than one person needs to be assessed, please submit separate requests for each person.

*⚠ Children under the age of 18 must be added to their parent's account to book an appointment.*

#### **Add a person to your account**

To add another person to your account, please click “**Someone else in my care.**”

Enter the additional person’s information and click “**Enter patient info**” to save.

### 4. Describe your symptoms and wait for a physician

Select your symptoms and click “**Continue**”. You will be matched with a THP physician who will complete your assessment. Have your health card ready.

*⚠ It may take a few hours to connect with a physician. You will receive a text message and email when it’s your turn to be seen.*

#### **After your assessment**

You will receive a call from THP to book your test. Please wait for this call before going to an assessment centre. Follow the guidance provided during your assessment.