

Switch Health Guidance

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 8 TEST SCHEDULING

See link below (SW Account Set Up) 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 8 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 8 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 8 tests as efficiently as possible.

Also, below you will also find additional information (SH Service Overview) 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 8 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 8 Appointment, please contact TFW-Canada@Switchhealth.ca OR call 1-888-511-4501.

MOBILE TESTING SERVICES

For employers in Ontario, Switch Health is going to be providing mobile testing services to support on-farm administration of the day 8 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.

COURIER SERVICES

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.

SWITCH DROP BOX LOCATIONS- IF YOU CHOSE TO DROP YOUR TESTS OFF DIRECTLY TO SWITCH

- 2600 Matheson Blvd East Mississauga
- 30 British Columbia Road Toronto
- 45 Lawson Road Scarborough

CORRECT TEST LABELLING

Incorrect labelling is one of the most common mistakes resulting in delays to the day 8 test process. Below is a visual aid (Label Etiquette) 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.