

COVID-19 Self-assessment

When will the COVID-19 self-assessment be in place? How will it work?

The [COVID-19 self-assessment](#) is available now. Instead of calling 811, people can complete the self-assessment online. If a COVID-19 test is required, people will be prompted to enter their contact information. The Nova Scotia Health Authority or IWK Health Centre will call within 24 to 48 hours to book an appointment.

Does this mean 811 is no longer taking phone calls about COVID-19?

If you cannot access the [COVID-19 self-assessment online](#), you can call 811 to be screened for testing. If you have questions or concerns about your symptoms, you can call 811 and speak to a nurse. Also, the self-assessment may refer you to call 811 if your responses suggest screening by a nurse is needed.

Can an online self-assessment really replace talking to an experienced 811 nurse? Wouldn't it be better to hire more 811 nurses and add more phone lines?

Other jurisdictions have been successfully using online self-assessments. People can still call 811 if they cannot access the online tool or wish to speak with a nurse about their symptoms.

What if people really need the assurance of speaking with an 811 nurse rather than an impersonal online self-assessment?

811 is still available if people feel they need to speak with a nurse. However, the 811 [COVID-19 Self-assessment](#) is much faster to determine if you need testing, which many people will likely find reassuring.

How do you know you're going to catch all the right people with an online self-assessment? Isn't there a risk that some people who should get a COVID test don't screen in and vice versa?

That may happen in some cases but we'll be monitoring closely and will make adjustments to the assessment if necessary to ensure that we capture everyone who needs to screen in for testing.

What if the online self-assessment tells someone they need a COVID test when they really should be getting other urgent medical attention?

The assessment asks some clarifying questions at the outset to direct people appropriately. It will direct you to 911 if your response suggests you need emergency medical attention. It will direct you to 811 if your response suggests you need to speak with a nurse about your situation.

If the booking system is still by phone, will there still be a long wait to get an appointment?

We're adding more resources to the booking teams for the primary assessment centres to ensure appointments are booked in a timely fashion. Once you complete the self-assessment, they aim to call you within 24 to 48 hours. Also, we aim to make more improvements to the entire testing process in the near future.