

Instruction Manual

COVID-19 RT-LAMP Home Collection Kit

Product Disclaimer: Switch Health will not be responsible and cannot guarantee the results of the test if the user a) does not properly engage a Switch Health telehealth professional via telehealth; b) fails to follow the instructions of the Switch Health telehealth professional exactly; c) makes errors when attempting to follow instructions of the Switch Health telehealth professional; or d) fails to follow the instructions provided regarding uploading result photos for verification. The Switch Health COVID-19 RT-LAMP Home Collection Kit must be used under the guidance and supervision of a Switch Health telehealth professional via telehealth. Use of the Switch Health COVID-19 RT-LAMP Home Collection Kit without the guidance and supervision of a Switch Health telehealth professional is prohibited and would present a significant risk to your health.



Create an ASMO account by scanning the QR code or visit portal.switchhealth.ca to get started.

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.

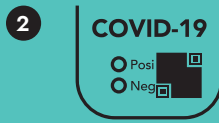
How It Works



1 Create your ASMO account

To get started, register for ASMO by scanning the Instruction Manual QR Code or visit portal.switchhealth.ca

Remember to add any dependent(s) you may have.



2 Affix your QR Code Label

Place the provided QR Code Label in the designated area following the visual guide.

Once you activate your kit, do not attempt to remove the QR Code Label, as it may void your kit and results.

Read through this guide before you begin.

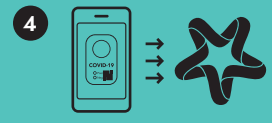
You must have a mobile device with a camera to conduct this test.



3 Connect with us on ASMO

When you are ready to begin, log onto ASMO and activate your kit. We'll walk you through step-by-step.

Do not insert the batteries into the device until your telehealth session begins.



4 Upload a photo of your result

The device will indicate when it is finished running the test. You will need to upload a photo of your returned result reading.

Once verified, we will generate your Result Record in ASMO for viewing and download.

Your Appointment Checklist

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



Mobile device with a camera

This test can only be conducted with a mobile device



Government-issued photo identification

Such as your passport, Driver's License, or Health Card



QR Code Label affixed to testing device

Please refer to your QR Code Label insert for more details



Clear, flat area for the device to run the test undisturbed

Do not move the device while the test is running



Clean tissues



Hand sanitizer

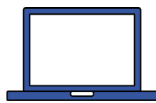
Reading results is time-sensitive.

Ensure you have enough time to complete the whole process. Do not forget to upload a photo of your result within the specified time period. Delaying the upload may void your test.

Browser Requirements

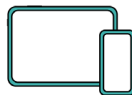
Certain tests require a mobile device with camera access.

Please ensure you initiate your telehealth testing session on a supported device.



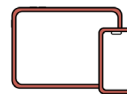
DESKTOP

(PC or Mac)



ANDROID

(Phone or Tablet)



APPLE

(Phone or Tablet)



Recommended Browser & Device

RT-PCR



RT-LAMP



Rapid Antigen



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.

How do I register for ASMO?

Visit 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.

Where can I access my results?

After you upload a photo of your result reading to your ASMO profile and it is successfully verified, we will generate your Result Record and notify you via email/SMS text when it is ready to view and download in ASMO.

When is ASMO telehealth open?

You can find our telehealth hours of operation on our website at switchhealth.ca

What do I do if the device light is not on?

The "Ready" light will begin to blink when the test is running. If the "Ready" light is not blinking within 5 seconds, use the palm of your hand to press down on the tube more firmly.

What do I do if my QR Code Label is not scanning?

We include two (2) QR Code Labels per kit. One is a backup if the primary one experiences issues. Please remove and apply your backup QR Code Label in the same spot.

Contact Us

If you have trouble connecting or do not have internet access, please call us at 1-888-966-6531.



switchhealth.ca



contact@switchhealth.ca



1-888-966-6531



Live Chat

