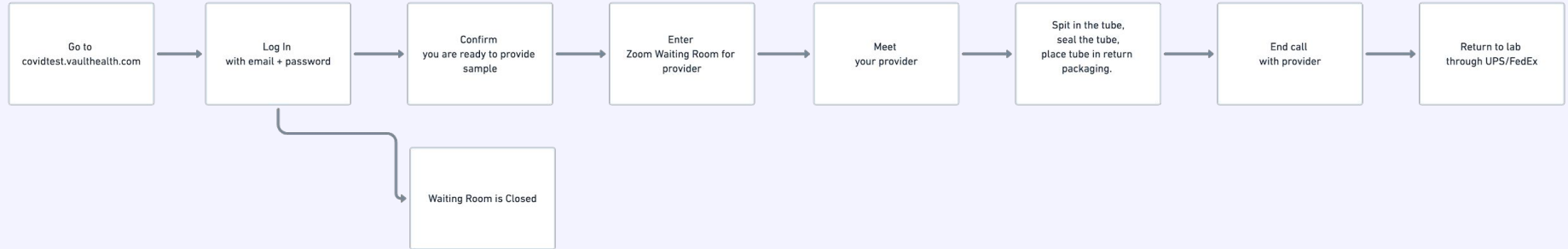


Return to Learn: At-Home Testing



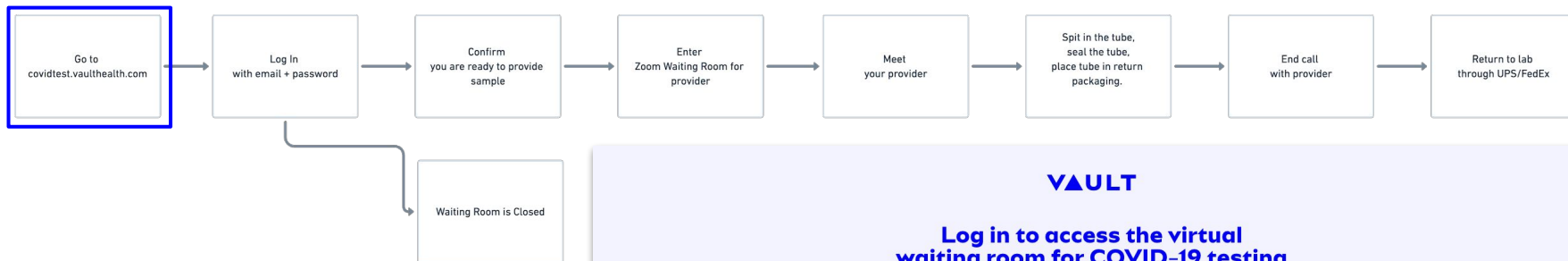
At-Home Testing

Providing a sample (with telehealth supervision)



At-Home Testing

Providing a Sample



VAULT

Log in to access the virtual waiting room for COVID-19 testing

LOGIN

[FORGOT PASSWORD](#)

Testing on-site at your employer?

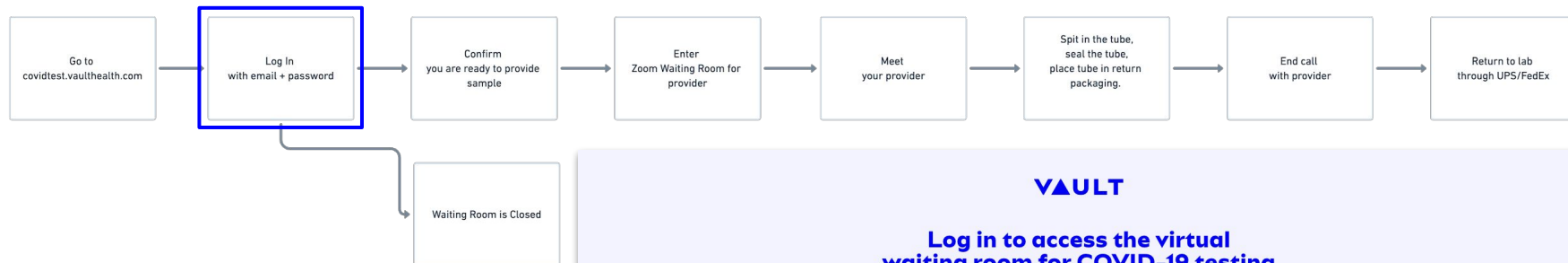
Follow the instructions [here](#)

Have a question?

See our: [Frequently Asked Questions](#)

At-Home Testing

Providing a Sample



VAULT

Log in to access the virtual waiting room for COVID-19 testing

LOGIN

FORGOT PASSWORD

Testing on-site at your employer?
Follow the instructions [here](#)

Have a question?
See our: [Frequently Asked Questions](#)

Providing a Sample



Waiting Room is Closed

VAULT

MY ACCOUNT

The Virtual Waiting Room for COVID-19 testing is currently closed.

This room is currently closed.

Our normal operating hours are:

Monday: 8:00 AM - 6:00PM EST

Tuesday: 8:00 AM - 6:00PM EST

Wednesday: 8:00 AM - 6:00PM EST

Thursday: 8:00 AM - 6:00PM EST

Friday: 8:00 AM - 4:00PM EST

Sunday: 8:00 AM - 6:00PM EST

We look forward to seeing you soon!

Providing a Sample



Waiting Room is Closed

VAULT

MY ACCOUNT

You're about to enter the Virtual Waiting Room for COVID-19 testing

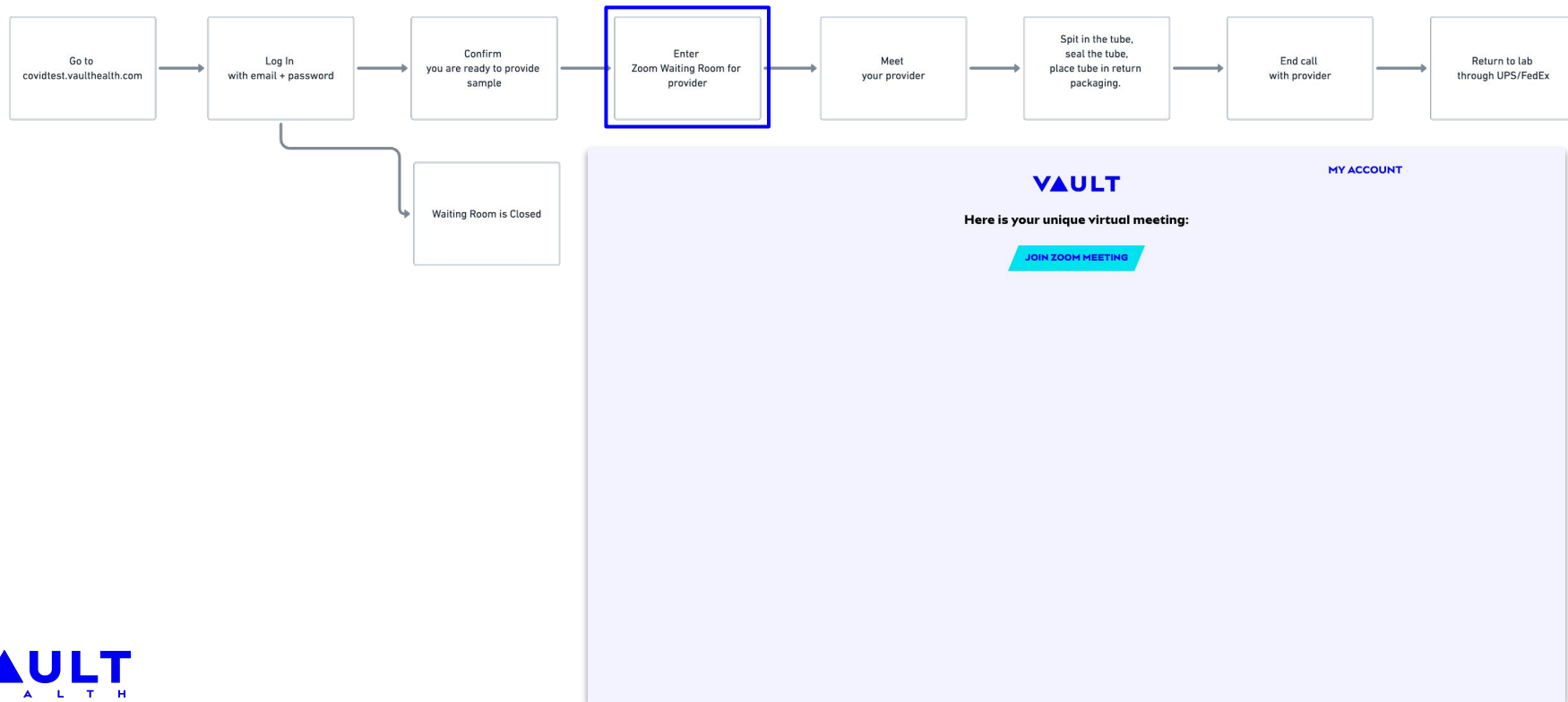
Confirm that you've completed the following steps before joining the waiting room:

- ☐ I did NOT eat, drink, smoke or chew gum in the last 30 minutes.
- ☐ I have my entire testing kit with me.
(If your household has received multiple kits, please make sure the kit you have was specifically sent to YOU)
- ☐ I have downloaded the Zoom app on this device and my camera and audio is enabled.
(If you do not have Zoom, you will be prompted to download before joining the waiting room)

ENTER THE WAITING ROOM

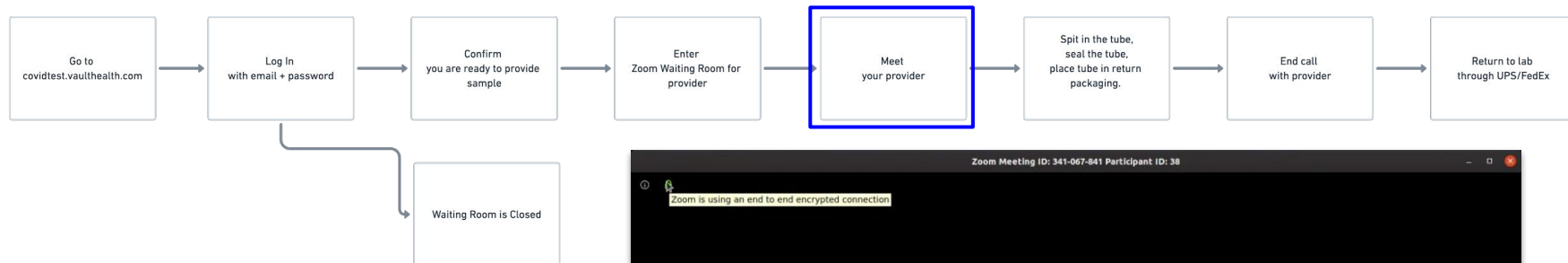
At-Home Testing

Providing a Sample



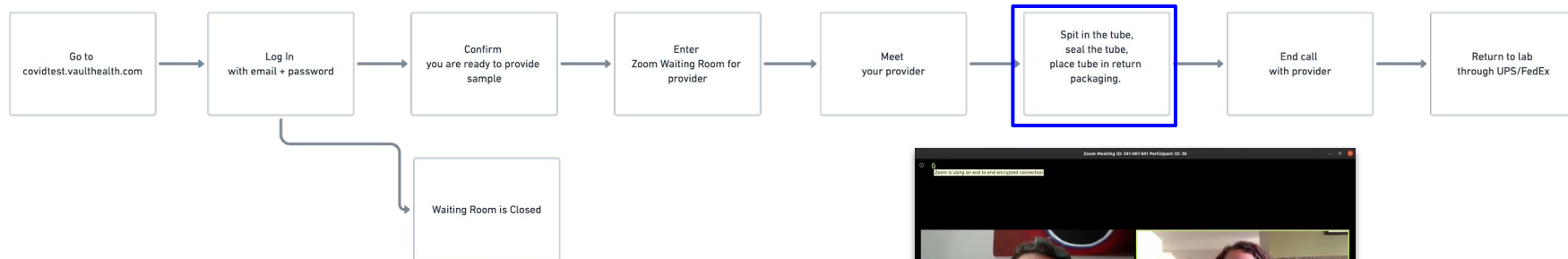
At-Home Testing

Providing a Sample



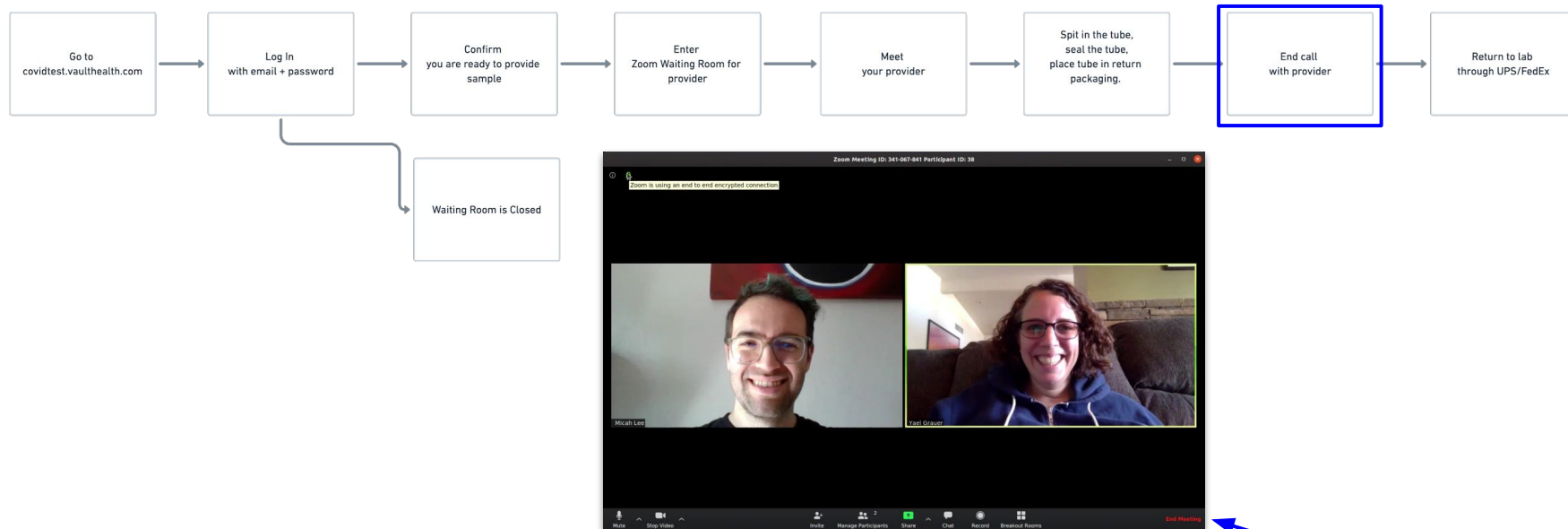
At-Home Testing

Providing a Sample



At-Home Testing

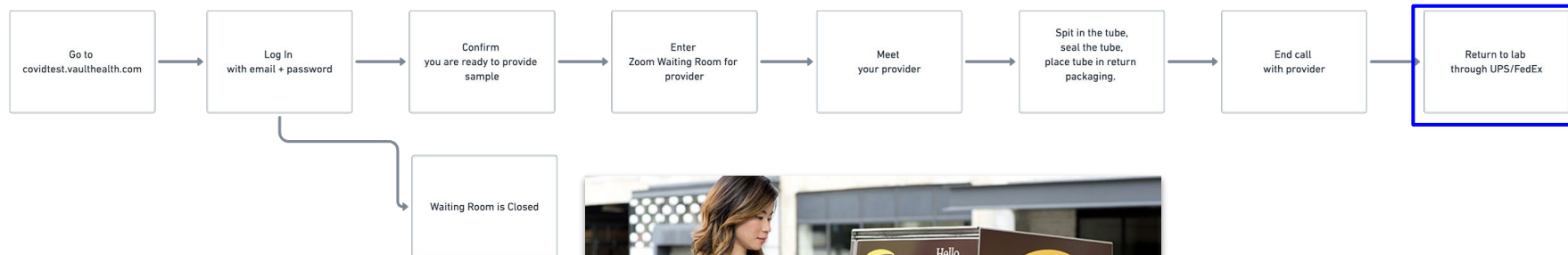
Providing a Sample



“End Meeting”

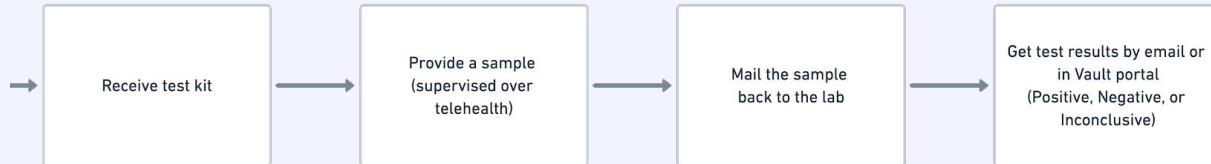
At-Home Testing

Providing a Sample



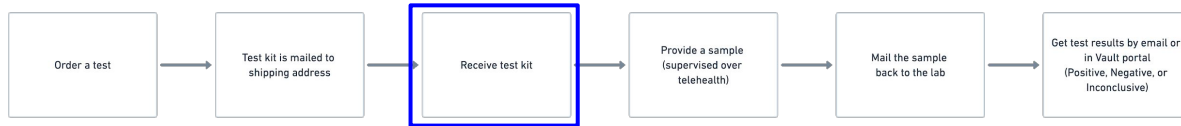
At-Home Testing

Emails



At-Home Testing

Emails



YOUR TEST HAS BEEN DELIVERED

Please read through the instructions included below to ensure you properly take this test under the supervision of a medical professional.

WARNING: DO NOT OPEN THE TEST UNTIL YOU’VE CONNECTED WITH A VAULT MEDICAL PROFESSIONAL OVER ZOOM. AVOID EATING, DRINKING, SMOKING OR CHEWING GUM FOR 30 MINUTES BEFORE THE ZOOM CALL.

[CLICK HERE](#)
TO START YOUR TEST

TAKING THE TEST

You may open the external packaging, but **do not open the box that contains the test** until you are ready to take it. Once you are ready to take the test, go to covidtest.vaulthealth.com to connect with a Vault provider over Zoom. Medical professionals are **available Sunday through Friday from 8 am to 6 pm EST**. They will guide you through collecting a saliva sample. This process takes just a few minutes.

Do not to open the test before connecting with the Vault medical professional, or your test will be INVALIDATED.

SHIP THE TEST BACK IMMEDIATELY

You must ship your test back as soon as possible after producing the sample. It will take 24 hours for the lab to receive your sample after you send it. To properly test your sample, **the lab must receive it within 48 hours of it being produced**, or we will be unable to provide the results.

GETTING THE RESULTS

The lab will receive your test within 24 hours of you sending it. You’ll **get your results within 48-72 hours** of the lab receiving your sample. You will be notified via email when your results report is available. Our medical team will make general recommendations regarding your results, but you should speak with your healthcare provider for follow-up care after receiving your results.

If you have any questions about the process, feel free to send us a message [here](#).

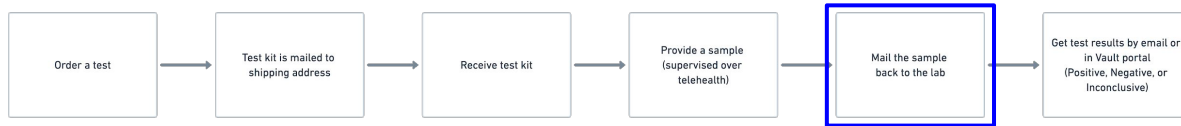
In good health,

The team at Vault



At-Home Testing

Emails



LAB HAS RECEIVED YOUR KIT

The lab has received your SARS-CoV-2 test.

You can expect to receive your results within 48-72 hours. Depending on the sample, you may receive one of the four possible results:

- 1. Positive:** If you have a positive test result, it indicates that RNA from several genes in the SARS-CoV-2 (the virus that causes COVID-19) was detected, and that you were infected with the virus at the time that you produced the sample. You are also presumed to be contagious at this stage, and if you have any of the symptoms outlined by the CDC, it is very likely that you have COVID-19.
- 2. Negative:** A negative test result means that the virus that causes COVID-19 is not present in your sample. If you are feeling sick, you should work with your primary healthcare provider to decide the next steps to take to get treated. Your healthcare provider may consider retesting you with a different COVID-19 test.
- 3. Inconclusive:** An inconclusive test means that the test could not definitively determine whether you are infected with the SARS-CoV-2-virus. The test is very sensitive and able to provide a positive or negative result in 98% of cases, which means that only 2% of cases will be inconclusive. Detection of 1 gene is not enough to confidently determine a positive or negative result.
- 4. Rejected:** A test gets rejected when either the test tube breaks or your sample itself is unable to be tested by the lab. If your submitted sample gets rejected, please email us, and we'll send a new test immediately free of charge.

Keep an eye out for an email from us in the next 48-72 hours detailing the results of your test. If you have any questions in the meantime, feel free to send us a message [here](#).

In good health,

The team at Vault



At-Home Testing

Emails



YOUR TEST RESULTS
POSITIVE
for SARS-CoV-2 / COVID-19
Test administered March 26, 2020

WHAT DOES THIS MEAN?

This means that RNA from several genes in the SARS-CoV-2 (the virus that causes COVID-19) was detected, and that you likely were infected with the virus at the time that you produced the saliva sample that was tested. You may not be infected, but this cannot be determined without repeating your test, particularly if you do not or have not had symptoms of COVID-19. You may want to consider that you are unlikely to be infected with the virus. If you have symptoms of COVID-19, which include, but are not limited to, fever, dry cough, shortness of breath, fatigue, a loss of your sense of taste / smell, diarrhea, nausea, vomiting, generally not feeling well, pinkish, or muscle aches, it is very likely that you have COVID-19.

WHAT SHOULD I DO NOW?

If you are having **no or mild symptoms**, per guidance from the CDC you should:

- Self-quarantine**, meaning that you should stay home and stay in the space as you can from other people living with you as you can.
- Get in touch with your primary healthcare provider** so that he or she can monitor your symptoms and help you to provide care if your symptoms get worse.

Patients who have a positive test result but NO SYMPTOMS should self-quarantine, as we now understand that as many as 25% of infected individuals are asymptomatic (have no symptoms).

For more information, please see the CDC website on what to do if you are sick with COVID-19: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick.html>

If you develop **emergency warning signs** for COVID-19 you should seek immediate medical attention. Emergency warning signs include, but are not limited to:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or the inability to arouse or wake up
- Blue lips or face

WHERE CAN I GET MORE INFORMATION?

For more information on the symptoms of COVID-19 and what to do for you develop emergency warning signs, see: <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing.html>

There is a very small chance that this test can give a positive result with a false positive. If this occurs, it is very small (less than 1%). You should treat this result as a true result. Your primary healthcare provider will work with you to determine how best to care for you based on the test results as well as any symptoms you have or may develop, and other factors of your medical history, including possible exposures, and where you have recently traveled.

QUESTIONS? — WE'RE HERE TO HELP.

[Web Chat](#)

[Call](#) 212.880.5454

[Email](#) info@vaulthealth.com

If you have any questions about this discount, call 212.880.5454

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YOUR TEST RESULTS
NEGATIVE
for SARS-CoV-2 / COVID-19
Test administered March 26, 2020

WHAT DOES THIS MEAN?

A negative test result means that the RNA from several genes that are expressed by the SARS-CoV-2 virus that causes COVID-19 was not found in your saliva sample, and that you are unlikely to be infected with the virus.

WHAT SHOULD I DO NOW?

If you are not ill or do not have any symptoms of COVID-19, it is unlikely that you are infected. You should continue to monitor yourself for symptoms and practice local guidelines for limiting the spread of the SARS-CoV-2 virus. While a negative test result does not mean you should stop following the current CDC and local guidelines, it may help you to make decisions about your potential risk of infecting others. Importantly, a negative test result also does not mean that you cannot contract COVID-19 in the future.

Please [click here](https://www.cdc.gov/coronavirus/2019-ncov/now-getting-sick.html) for the guidelines on how to keep from getting sick from COVID-19: <https://www.cdc.gov/coronavirus/2019-ncov/now-getting-sick.html>

WHAT IF I AM ILL OR SICK?

If you are ill, and particularly if you were ill when you provided a saliva sample, then a negative test result usually means that COVID-19 is not the cause of your illness. However, it is possible for this test to give a negative result that is incorrect (false negative) in some people who are infected with SARS-CoV-2. The chances of this are very small (less than 1%), but this means that you could potentially have COVID-19 even though the test is negative.

If you do feel ill, you should contact your primary healthcare provider, who will consider the test results along with any symptoms and other factors such as possible exposures, and where you have recently traveled in deciding how to care for you. Your healthcare provider may consider retesting you with a different COVID-19 test. It is important that you work with your own primary healthcare provider to help you understand the next steps you should take.

If you are concerned that you are sick with COVID-19 despite this test result, please see the CDC website: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick.html> as when sick.html

[View Account](#)

QUESTIONS? — WE'RE HERE TO HELP.

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YOUR TEST RESULTS
INCONCLUSIVE
for SARS-CoV-2 / COVID-19
Test administered March 26, 2020

WHAT DOES THIS MEAN?

An inconclusive test result means that the test could not definitively determine whether you are infected with the SARS-CoV-2 virus. This test is very sensitive and able to provide a positive or negative result in 99.9% of cases, meaning that only 0.1% of cases is an inconclusive. The test is based on detecting expression of 3 genes from the SARS-CoV-2 virus, and an inconclusive result means that only 1 of these genes was detected or no results were seen in the test. Detection of 1 gene is not enough to confidently determine a positive or negative result.

WHAT SHOULD I DO NOW?

An inconclusive result does not mean that you are or are not infected with the SARS-CoV-2 virus, only that the general idea of the virus was not definitively detected by the test. Possible reasons why this can happen include being infected, but producing a sample before enough virus was present to be detected by the test, or not being infected.

If you are not ill or do not have symptoms of COVID-19, you may not be infected. You should continue to monitor yourself for symptoms and practice local guidelines for limiting the spread of the SARS-CoV-2 virus. Please [click here](https://www.cdc.gov/coronavirus/2019-ncov/now-getting-sick.html) for the guidelines on how to keep from getting sick from COVID-19: <https://www.cdc.gov/coronavirus/2019-ncov/now-getting-sick.html>

If you have symptoms of COVID-19, which include, but are not limited to, fever, dry cough, shortness of breath, fatigue, a loss of your sense of taste / smell, diarrhea, nausea / vomiting, generally not feeling well, pinkish, or muscle aches, it is possible that you have COVID-19.

If you are having **no or mild symptoms**, per guidance from the CDC you should:

- Self-quarantine**, meaning that you should stay home and stay in the space as you can from other people living with you as you can.
- Get in touch with your primary healthcare provider** so that he or she can monitor your symptoms and help you to provide care if your symptoms get worse.

WHAT IF I AM ILL OR SICK?

If you are ill, you should contact your primary healthcare provider, who will consider the test results along with any symptoms and other factors such as possible exposures, and where you have recently traveled in deciding how to care for you. You can consider getting another test, as you may not have gotten ill yet present at the time of the test for the result to be positive. It is important that you work with your own primary healthcare provider to help you understand the next steps you should take.

If you are concerned that you are sick with COVID-19, please see the CDC website: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick.html> as when sick.html

[View Account](#)

QUESTIONS? — WE'RE HERE TO HELP.

[Web Chat](#)

[Call](#) 212.880.5454

[Email](#) info@vaulthealth.com

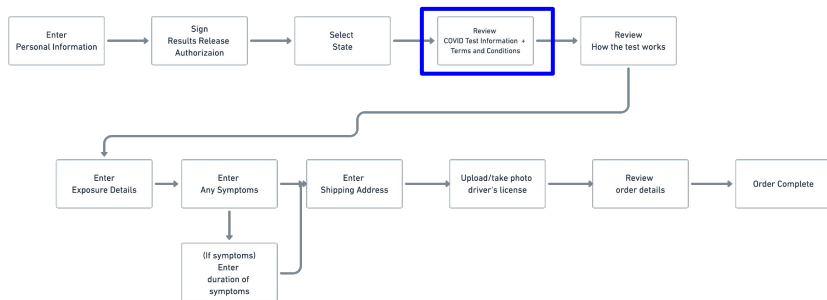
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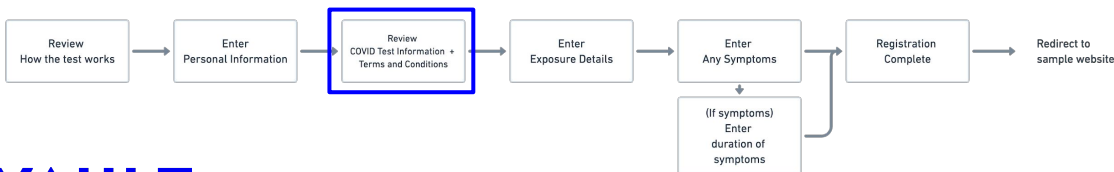
RESULTS

Patients can choose to get their results by email

At-Home Testing



Onsite Testing



BACK

VAULT

Vault COVID-19 Test Kit

Before starting this form, there are a few things you should understand about this COVID-19 testing kit.

This is not a "do-it-yourself" at-home test.

This test is only available with a physician order, medical oversight through telehealth, and physician-generated results.

This kit will only test you for COVID-19 at the time that you give your sample. It is NOT an antibody test.

It does not determine whether you have had COVID-19 in the past or have developed antibodies for COVID-19. It is also possible you may become exposed and develop COVID-19 after you provide your sample.

Vault only provides testing for COVID-19.

We do not provide treatment or medical recommendations beyond what the CDC advises. Your report will come with general recommendations for next steps depending on your results.

This test requires a saline sample.

The kit will include a test tube in which to put your sample.

Your test will not be processed unless you provide your sample 2-4 spit into the tube while supervised by a Vault practitioner.

Once you receive your kit, you must fill/insert the tube until you are face-to-face with a Vault practitioner over 30cm.

We are required to report all verified cases of COVID-19 to the applicable health authority in your state.

This means that we are required by law to report your test result, and certain other pieces of information such as your age, sex, and address.

Our process is designed to limit person-to-person contact and the spread of the virus.

This is done to encourage responsible social distancing practices and reduce your physical contact with healthcare providers and delivery personnel.

☒ By clicking here, I would like to receive my results by email. I am aware that these are not secure means of communication and that there is a risk that my protected health information could be accessed by unauthorized third parties.

☒ By clicking here, I understand and agree to statements in the page above and the Terms and Conditions.

NEXT

☒ By clicking here, I would like to receive my results by email. I am aware that these are not secure means of communication and that there is a risk that my protected health information could be accessed by unauthorized third parties.

Email result POSITIVE



JOHN DOE
YOUR TEST RESULT IS
POSITIVE
for SARS-CoV-2 / COVID-19
Test administered June 15, 2020

WHAT DOES THIS MEAN?
This means that RNA from several genes in the SARS-CoV-2 (the virus that causes COVID-19) was detected, and that you likely were infected with the virus at the time that you produced the saliva sample that was tested. You may still be infected, but this cannot be determined without repeating your test, particularly if you do not or have not had symptoms of COVID-19. Since you have a positive test result, however, you are presumed to be contagious. If you have symptoms of COVID-19, which include, but are not limited to, fever, dry cough, shortness of breath, fatigue, a loss of your sense of taste / smell, diarrhea, nausea / vomiting, generally not feeling well (malaise), or muscle aches, it is very likely that you have COVID-19.

WHAT SHOULD I DO NOW?
If you are having **no or mild symptoms**, per guidance from the CDC, you should:

1. **Self-quarantine**, meaning that you should stay home and stay as far apart as you can from other people living with you as you can.
2. **Get in touch with your primary healthcare provider** so that he or she can monitor your symptoms and be ready to provide care if your symptoms get worse.

Patients who have a positive test result but NO SYMPTOMS should still self-quarantine, as we now understand that as many as 25% of infected individuals are asymptomatic (have no symptoms).

For more information, please see the [CDC website](#) on what to do if you are sick with COVID-19.

If you develop **emergency warning signs** for COVID-19 you should seek immediate medical attention. Emergency warning signs include, but are not limited to:

1. Trouble breathing
2. Persistent pain or pressure in the chest
2. New confusion or the inability to arouse or wake up
4. Bluish lips or face

WHERE CAN I GET MORE INFORMATION?
For more information on the symptoms of COVID-19 and what to do if you develop emergency warning signs, visit the [CDC website](#).

There is a very small chance that this test can give a positive result that is wrong (a false positive result); the chances of this are very small (less than 1%). You should treat this result as a true result, but your primary healthcare provider will work with you to determine how best to care for you based on the test results as well as any symptoms you have or may develop, and other factors of your medical history including possible exposures, and where you have recently traveled.

[VIEW ACCOUNT](#)

QUESTIONS? — WE'RE HERE TO HELP
[SEE PAGE](#)
CALL 212.880.5494
EMAIL hello@vaulthealth.com

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JOHN DOE
YOUR TEST RESULT IS
POSITIVE
for SARS-CoV-2 / COVID-19
Test administered June 15, 2020

QUESTIONS? — WE'RE HERE TO HELP
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WHAT DOES THIS MEAN?

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WHAT SHOULD I DO NOW?

If you are having **no or mild symptoms**, per guidance from the CDC, you should:

1. **Self-quarantine**, meaning that you should stay home and stay as far apart as you can from other people living with you as you can.
2. **Get in touch with your primary healthcare provider** so that he or she can monitor your symptoms and be ready to provide care if your symptoms get worse.

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WHERE CAN I GET MORE INFORMATION?


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There is a very small chance that this test can give a positive result that is wrong (a false positive result); the chances of this are very small (less than 1%). You should treat this result as a true result, but your primary healthcare provider will work with you to determine how best to care for you based on the test results as well as any symptoms you have or may develop, and other factors of your medical history, including possible exposures, and where you have recently traveled.

[VIEW ACCOUNT](#)

Email result NEGATIVE





JOHN DOE
YOUR TEST RESULT IS
NEGATIVE
for SARS-CoV-2 / COVID-19
Test administered June 15, 2020

WHAT DOES THIS MEAN?

A negative test result means that RNA from several genes that are expressed by the SARS-CoV-2 virus that causes COVID-19 was not found in your saliva sample, and that you are unlikely to be infected with the virus.

WHAT SHOULD I DO NOW?

If you are not ill or do not have any symptoms of COVID-19, it is unlikely that you are infected. You should continue to monitor yourself for symptoms and practice local guidelines for limiting the spread of the SARS-CoV-2 virus. While a negative test result does not mean you should stop following the current CDC and local guidelines, it may help you to make decisions about your potential risk of infecting others. Importantly, a negative test result also does not mean that you cannot contract COVID-19 in the future.

Please click [here](#) for the guidelines on how to keep from getting sick from COVID-19.

WHAT IF I FEEL SICK?

If you are feeling sick, and particularly if you felt sick when you provided a saliva sample, then a negative test result usually means that COVID-19 is not the cause of your illness. However, it is possible for this test to have a negative result that is incorrect (false negative) in some people who are infected with SARS-CoV-2. The chances of this are very small (less than 1%), but this means that you could potentially have COVID-19 even though the test is negative.

If you do feel sick, you should contact your primary healthcare provider, who will consider the test results along with any symptoms and other factors such as possible exposures, and where you have recently traveled in deciding how to care for you. Your healthcare provider may consider retesting you with a different COVID-19 test. It is important that you work with your own primary healthcare provider to help you understand the next steps you should take.

If you are concerned that you are sick with COVID-19 despite this test result, please visit the [CDC website](#).

[VIEW ACCOUNT](#)

QUESTIONS? ———
WE'RE HERE TO HELP

[SEE PAGES](#)

EMAIL covid@vaulthealth.com



JOHN DOE
YOUR TEST RESULT IS
NEGATIVE
for SARS-CoV-2 / COVID-19
Test administered June 15, 2020

QUESTIONS? ———
WE'RE HERE TO HELP

[SEE PAGES](#)

CALL [212.880.5494](tel:212.880.5494)

EMAIL hello@vaulthealth.com

If you have any questions about this discount, call [212.880.5494](tel:212.880.5494).

Not a fan? If you'd like to unsubscribe and stop receiving these emails [click here](#). To receive these messages via an alternative delivery mechanism, please contact us by replying to this email.

WHAT DOES THIS MEAN?

A negative test result means that RNA from several genes that are expressed by the SARS-CoV-2 virus that causes COVID-19 was not found in your saliva sample, and that you are unlikely to be infected with the virus.

WHAT SHOULD I DO NOW?

If you are not ill or do not have any symptoms of COVID-19, it is unlikely that you are infected. You should continue to monitor yourself for symptoms and practice local guidelines for limiting the spread of the SARS-CoV-2 virus. While a negative test result does not mean you should stop following the current CDC and local guidelines, it may help you to make decisions about your potential risk of infecting others. Importantly, a negative test result also does not mean that you cannot contract COVID-19 in the future.

Please click [here](#) for the guidelines on how to keep from getting sick from COVID-19.

WHAT IF I FEEL SICK?


If you are feeling sick, and particularly if you felt sick when you provided a saliva sample, then a negative test result usually means that COVID-19 is not the cause of your illness. However, it is possible for this test to have a negative result that is incorrect (false negative) in some people who are infected with SARS-CoV-2. The chances of this are very small (less than 1%), but this means that you could potentially have COVID-19 even though the test is negative.

If you do feel sick, you should contact your primary healthcare provider, who will consider the test results along with any symptoms and other factors such as possible exposures, and where you have recently traveled in deciding how to care for you. Your healthcare provider may consider retesting you with a different COVID-19 test. It is important that you work with your own primary healthcare provider to help you understand the next steps you should take.

If you are concerned that you are sick with COVID-19 despite this test result, please visit the [CDC website](#).

[VIEW ACCOUNT](#)

Email result INCONCLUSIVE



JOHN DOE
YOUR TEST RESULT IS
INCONCLUSIVE
for SARS-CoV-2 / COVID-19
Test administered June 15, 2020

WHAT DOES THIS MEAN?

An inconclusive test result means that the test could not definitively determine whether you are infected with the SARS-CoV-2 virus. This test is very sensitive and able to provide a positive or negative result in 98% of cases, meaning that only in 2% of cases is it inconclusive. The test is based on detecting expression of 3 genes from the SARS-CoV-2 virus, and an inconclusive result means that only 1 of these genes was detected on multiple runs of the test. Detection of 1 gene is not enough to confidently determine a positive or negative result.

WHAT SHOULD I DO NOW?

An inconclusive result does not mean that you do or do not have the SARS-CoV-2 virus, only that the genes of the virus are not definitively detected by the test. Possible reasons why this can happen include being infected, but producing a sample before enough virus was present to be detected by the test, or not being infected.

If you are not ill or do not have symptoms of COVID-19, you may not be infected. You should continue to monitor yourself for symptoms and practice local guidelines for limiting the spread of the SARS-CoV-2 virus. Please [click here](#) for the guidelines on how to keep from getting sick from COVID-19.

If you have symptoms of COVID-19, which include, but are not limited to: fever, dry cough, shortness of breath, fatigue, a loss of your sense of taste / smell, diarrhea, nausea / vomiting, generally not feeling well (malaise), or muscle aches, it is possible that you have COVID-19.

If you are having **no or mild symptoms**, per guidance from the CDC, you should:

1. **Self-quarantine**, meaning that you should stay home and stay as far apart as you can from other people living with you as you can.
2. **Get in touch with your primary healthcare provider** so that he or she can monitor your symptoms and be ready to provide care if your symptoms get worse.

WHAT IF I AM ILL OR SICK?

If you are ill, you should contact your primary healthcare provider, who will consider the test results along with any symptoms and other factors such as possible exposures, and where you have recently traveled in deciding how to care for you. You can consider getting another test, as you may not have had enough virus present at the time of the test for the result to be positive. It is important that you work with your own primary healthcare provider to help you understand the next steps you should take.

If you are concerned that you are sick with COVID-19, please see the [CDC website](#).

[VIEW ACCOUNT](#)

**QUESTIONS? ———
WE'RE HERE TO HELP**

[SEE FAQS](#)

CALL 212.880.5494

EMAIL hello@vaulthealth.com

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JOHN DOE
YOUR TEST RESULT IS
INCONCLUSIVE
for SARS-CoV-2 / COVID-19
Test administered June 15, 2020

**QUESTIONS? ———
WE'RE HERE TO HELP**

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WHAT DOES THIS MEAN?

An inconclusive test result means that the test could not definitively determine whether you are infected with the SARS-CoV-2 virus. This test is very sensitive and able to provide a positive or negative result in 98% of cases, meaning that only in 2% of cases is it inconclusive. The test is based on detecting expression of 3 genes from the SARS-CoV-2 virus, and an inconclusive result means that only 1 of these genes was detected on multiple runs of the test. Detection of 1 gene is not enough to confidently determine a positive or negative result.

WHAT SHOULD I DO NOW?

An inconclusive result does not mean that you do or do not have the SARS-CoV-2 virus, only that the genes of the virus are not definitively detected by the test. Possible reasons why this can happen include being infected, but producing a sample before enough virus was present to be detected by the test, or not being infected.

If you are not ill or do not have symptoms of COVID-19, you may not be infected. You should continue to monitor yourself for symptoms and practice local guidelines for limiting the spread of the SARS-CoV-2 virus. Please [click here](#) for the guidelines on how to keep from getting sick from COVID-19.

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If you are concerned that you are sick with COVID-19, please see the [CDC website](#).

[VIEW ACCOUNT](#)

If a patient does want their results emailed to them...

Patients will be notified by email when their test result is available, but they must log into their Vault portal to review the actual result.



TREATMENT PLAN	No Treatment Plan
SHIPMENTS	No Current Shipments
APPOINTMENT CONFIRMED	No Current Appointments
LAB RESULTS	No Available Lab Results

COVID-19 TESTING

GET ANOTHER TEST

PRE-APPOINTMENT INSTRUCTIONS

- Have your kit ready
- Have your driver's license ready
- Do not eat, drink, smoke, or chew 30 minutes before giving your sample

MEET A PROVIDER

DO NOT OPEN TEST UNTIL YOU MEET WITH A PROVIDER

Results Shown in Portal

YOUR RESULTS ARE IN

Hello,

The lab has analyzed your sample, and your results are ready. You will need to log into your Vault account to access your results.

GO TO MY ACCOUNT

Here is an outline of the four possible results:

- Positive:** If you have a positive test result, it indicates that RNA from several genes in the SARS-CoV-2 (the virus that causes COVID-19) was detected and that you were infected with the virus at the time that you produced the sample. You are also presumed to be contagious at this stage, and if you have any of the symptoms outlined by the CDC, you likely have COVID-19.
- Negative:** A negative test result means that the virus that causes COVID-19 is not present in your sample. If you are feeling sick, you should work with your primary healthcare provider to decide the next steps to take to get treated. Your healthcare provider may consider retesting you with a different COVID-19 test.
- Inconclusive:** An inconclusive test means that the lab could not definitively determine whether you are infected with the SARS-CoV-2 virus. The test is very sensitive and able to provide a positive or negative result in 98% of cases, which means that only 2% of cases will be inconclusive. The detection of 1 gene is not enough to confidently determine a positive or negative result.
- Rejected:** A test gets rejected when either the test tube breaks or your sample itself is unable to be tested by the lab. If your submitted sample gets rejected, please email us, and we'll send a new test immediately free of charge.

Regardless of your result, if you are experiencing symptoms, we recommend connecting with your primary healthcare provider to determine the best steps forward for your health.

If you have any further questions, feel free to send us a message [here](#).

In good health,

The team at Vault

Notification Email

Email result TEST REJECTED



YOUR SAMPLE WAS REJECTED

Hello,

Unfortunately, the lab has received your sample and has determined that your sample has been rejected.

Accidents happen—even in the world of testing. Unforeseen complications like test tubes breaking or unviable samples can make the lab unable to accurately test your sample.

We are committed to ensuring you get your test results. **We have already placed a new test kit in the mail for you free of charge.** You should expect to receive it within 24 hours.

If you have any additional questions, feel free to send us a message [here](#).

In good health,

The team at Vault



FIN.