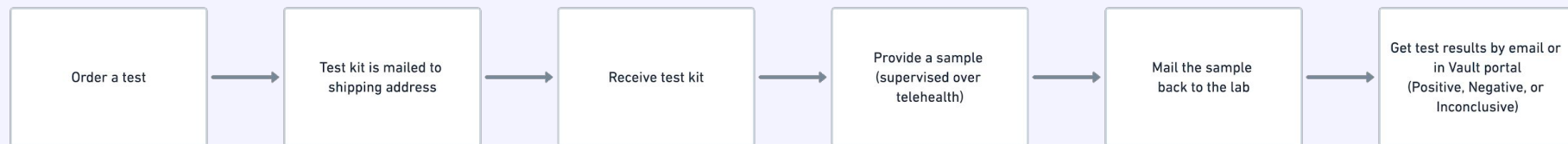
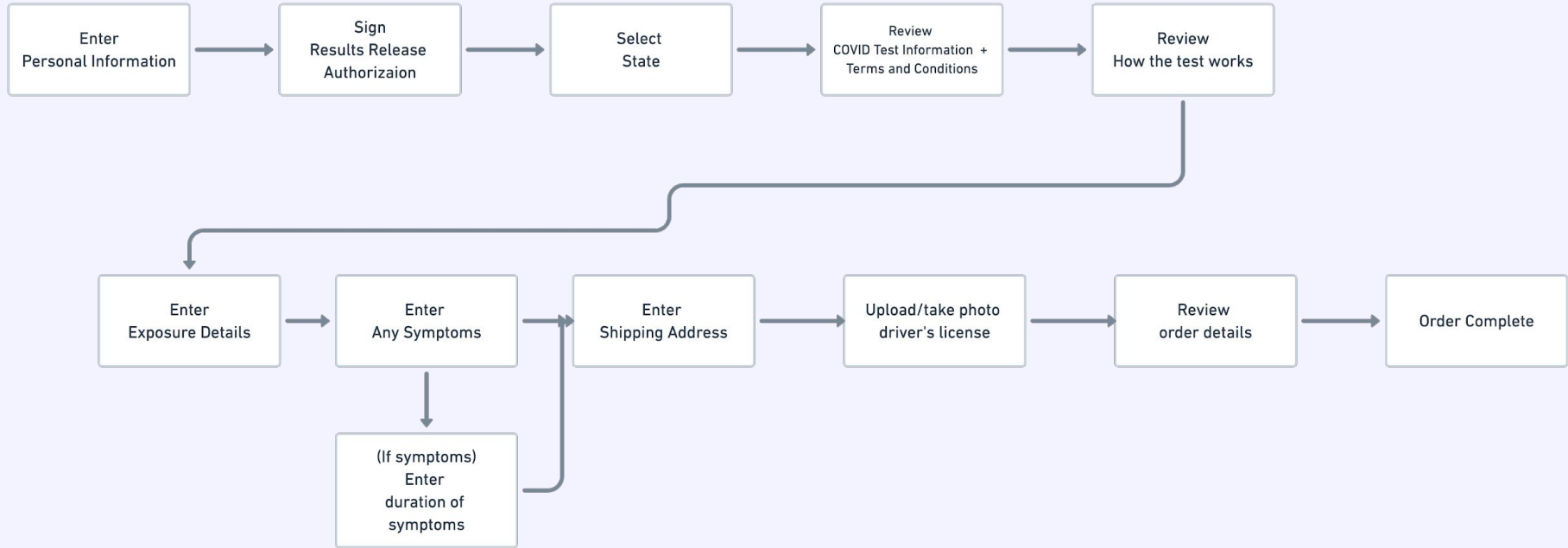


# Return to Learn: At-Home Testing

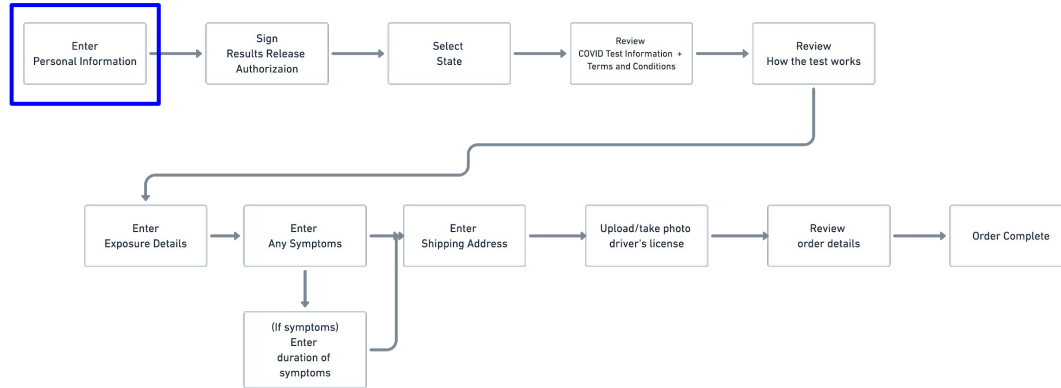


# Ordering a Test



## At-Home Testing

# Ordering a Test



## Tell us about you

In order to send you a test, we need to know about who it's for.

Already have an account with Vault? [Log In](#)

FIRST NAME  
John

LAST NAME  
Doe

PHONE  
(999) 123-4567

DATE OF BIRTH  
01/01/1970

### Sex

- ☒ Male
- ☐ Female
- ☐ Decline to identify

### Select race

We ask this for reporting purposes.

Black or African American

### Create Account

EMAIL  
johndoe@acme.com

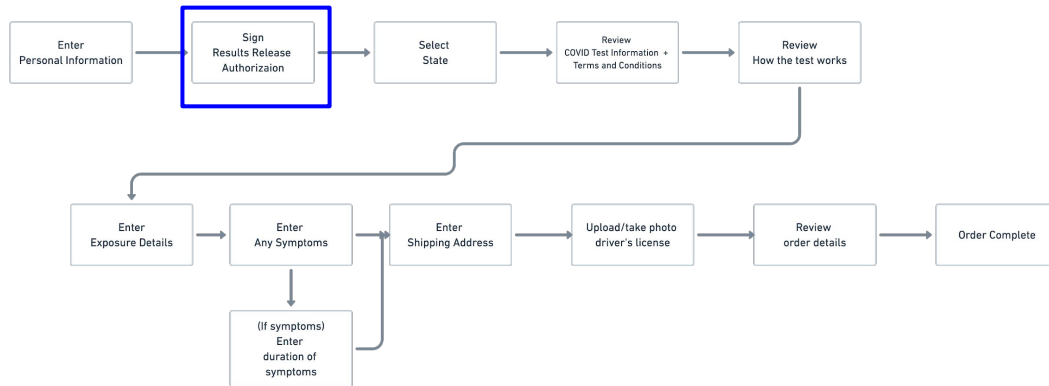
PASSWORD  
\*\*\*\*\*

Password must be at least 8 characters, contain one number and one letter.

NEXT

## At-Home Testing

# Ordering a Test



## Results Authorization

Please sign this HIPAA Authorization to disclose healthcare information.

### HIPAA AUTHORIZATION TO RELEASE COVID-19 TEST RESULTS TO SPECIFICALLY DESIGNATED ENTITY

If you ("Individual") would like your healthcare provider, Vault Medical Services, PA, ("Provider") to disclose the specified Protected Health Information (PHI) to the following designated entity **ACHE CO**, ("Designated Entity"), you must print your name below to signify your agreement to this authorization allowing the release of such PHI.

I understand that by printing my name below, this authorization will become part of my records with Provider and will be associated with my use of the specific test code which I am using for the purposes of receiving a COVID-19 test kit from Provider and processed by RUCDR Infinite Biologics.

#### A. Provider

Provider: Vault Medical Services, PA  
Address: 22 W. 23rd Street, 5th Fl  
New York, NY 10010  
Telephone: (212) 880-5494  
Fax No: (212) 365-5547

#### B. Description of Health Records

I hereby authorize the Provider name to release my health records (PHI):

COVID-19 laboratory test results to CoV-2 assay intended for the qualitative detection of nucleic acid from SARS-CoV-2.

#### C. Purpose of Disclosure

Below is a description of the reason for this disclosure. For example, you may write, "to allow my healthcare provider to administer my health benefit claim."

I am currently associated with the Designated Entity to be made aware of my COVID-19 test results and may release my records (PHI) in order to assist Designated Entity.

#### D. Designation of Representative(s)

The health records (PHI) described above are being released to the following designated entity (as identified above):

### Please read each of the following statements carefully before signing this document:

1. I understand that this Authorization will be valid for three (3) years from the date of signature, or one (1) year from the date of any COVID-19 laboratory test performed by RUCDR Infinite Biologics, whichever is longer, unless I revoke the Authorization.
2. I understand that I may revoke this Authorization at any time by sending the Provider a written notification to legalnotices@vaulthealth.com. I further understand that this revocation will be effective for future uses and disclosures of my PHI only related to COVID-19 laboratory test results to the RUCDR Infinite Biologics, TaqPath SARS-CoV-2 assay intended for the qualitative detection of nucleic acid from SARS-CoV-2, but will not be effective for PHI that the Provider has already used or disclosed in accordance with this Authorization.
3. I understand that this Authorization is voluntary and being made at my request. I understand that if I do not sign this form, it will not affect my treatment, payment, enrollment in a health plan, or eligibility for benefits. I understand that if I choose not to give this permission, or if I revoke my permission, I will still be able to receive any treatment or benefits that I am entitled to, as long as this information is not needed to determine if I am eligible for services or to pay for the services that I receive.
4. I understand that the PHI released under this Authorization may no longer be protected by state and federal privacy laws and may be re-disclosed by the Designated Entity that receives the information, except as specifically indicated herein.
5. I understand that the Provider may charge me a reasonable, cost-based fee for copying my health records. This fee can include the cost of supplies and the labor for making copies. Additionally, I understand the Provider may charge me for the actual cost of postage if I request the health records be mailed.
6. I understand that this Authorization may be executed through the use of an electronic signature in accordance with the Electronic Signatures in Global and National Commerce Act (E-Sign Act), Title 15, United States Code, Sections 7001 et seq., the Uniform Electronic Transaction Act (UETA), and any applicable state law, and that any electronic signature shall be deemed an original signature for purposes of this Authorization, with such electronic signature having the same legal effect as an original signature.

I HAVE CAREFULLY READ THIS AUTHORIZATION AND FULLY UNDERSTAND AND AGREE WITH ITS CONTENTS. I EXPRESSLY CONSENT TO THE USE OF ELECTRONIC SIGNATURE AND UNDERSTAND THAT BY PRINTING MY NAME HERE, I HAVE AFFIRMATIVELY EXECUTED THIS AUTHORIZATION.

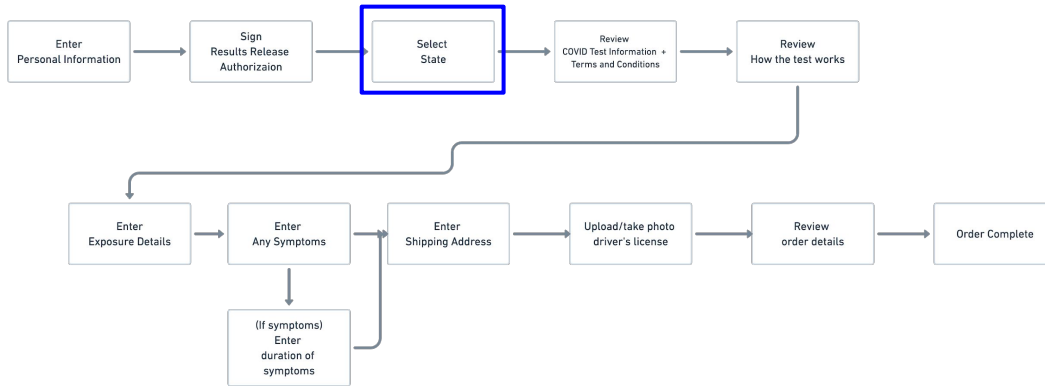
John Doe

Please type your name above to sign



## At-Home Testing

# Ordering a Test



## Where would you like your testing kit shipped?

We can currently supervise tests in most (but not all) states.

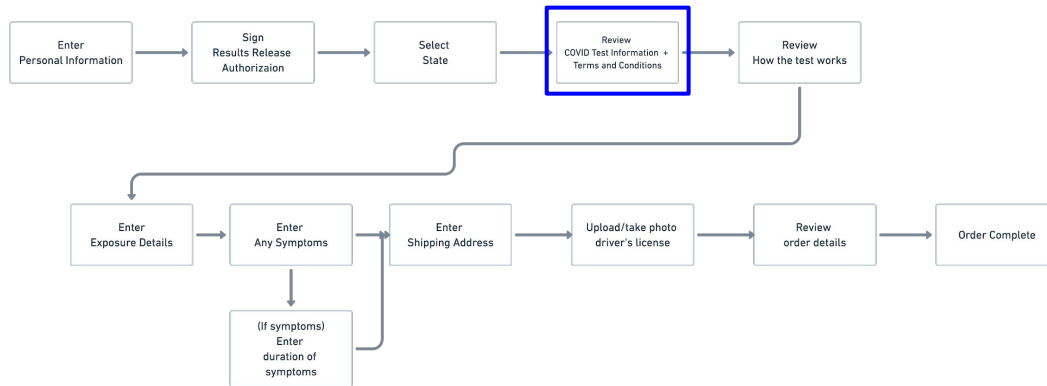
Select your state...

NEXT



## At-Home Testing

# Ordering a Test



## 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 saliva 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 (i.e. spit into the tube) while supervised by a Vault practitioner.**

Once you receive your kit, you must not open the tube until you are face to face with a Vault practitioner (over ZOOM).

**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.**

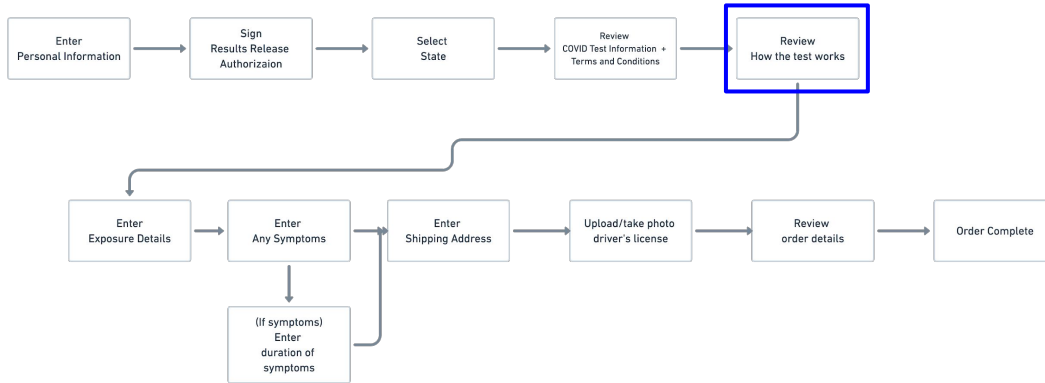
This is done to encourage responsible social-distancing practices and reduce your physical contact with healthcare providers and delivery personnel.

☒ 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.

## At-Home Testing

# Ordering a Test

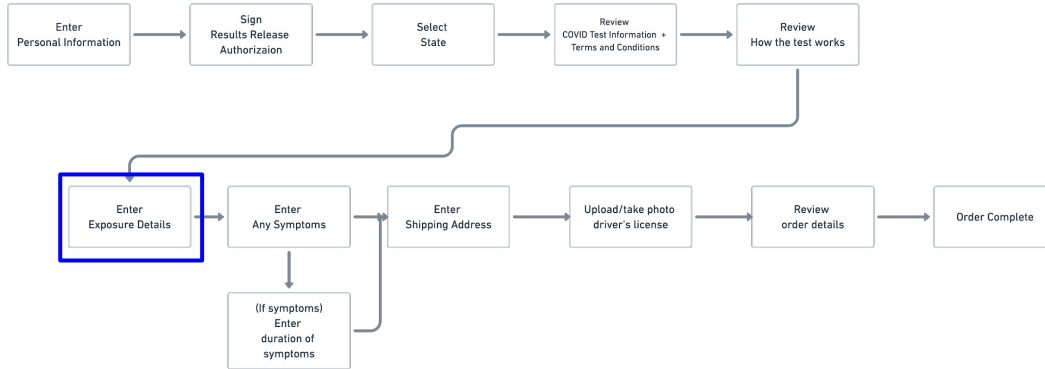


## How the test works

- 1 ORDER YOUR KIT**
- 2 GET YOUR KIT**
- 3 COLLECT YOUR SALIVA WITH A PROVIDER (OVER ZOOM)**
- 4 SHIP THE KIT BACK (USING PROVIDED SHIPPING LABEL)**
- 5 GET YOUR RESULTS IN 48 - 72 HOURS (AFTER YOUR SAMPLE ARRIVES AT THE LAB)**

## At-Home Testing

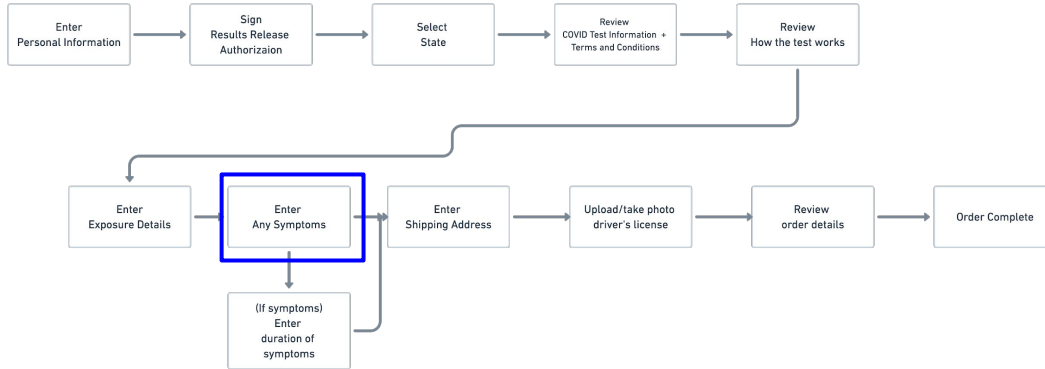
# Ordering a Test



The image shows two overlapping screenshots of the Vault Health app interface. The top screenshot displays the 'Exposure Details' section, asking the user 'Have you been exposed to anyone who has been confirmed to have COVID-19?'. Below this question are two buttons: 'YES' and 'NO'. A sub-question follows: 'If you have been in physical contact with someone you know has (or has had) COVID-19, please select yes.' The bottom screenshot shows the same 'Exposure Details' section, but with the 'YES' button selected. Below the 'YES' button, there is a text input field labeled 'HOW MANY DAYS AGO?' with the number '5' entered. The bottom of the screenshot shows a 'NEXT' button.

## At-Home Testing

# Ordering a Test



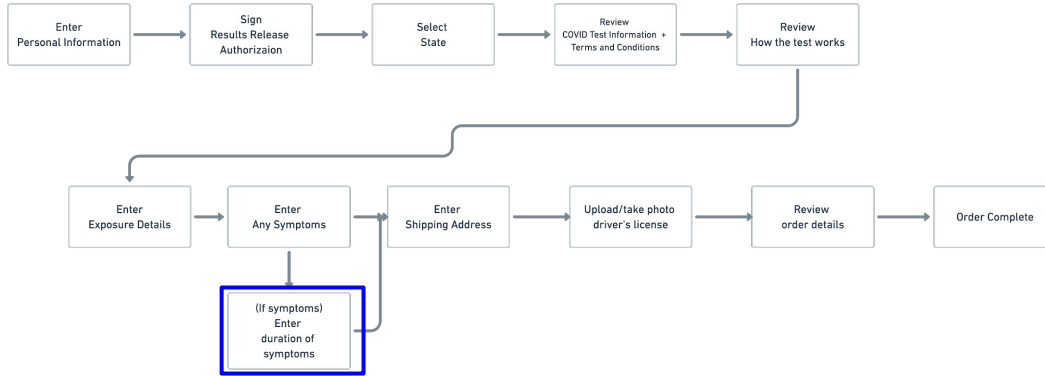
**Are you experiencing any symptoms of COVID-19?**

Check all that apply:

- ☐ Fever
- ☐ Dry cough
- ☐ Shortness of breath or difficulty breathing
- ☐ Fatigue
- ☐ Loss of sense of taste/smell
- ☐ Diarrhea
- ☐ Nausea/Vomiting
- ☐ Generally not feeling well
- ☐ Muscle aches
- ☐ Chills
- ☐ Headache
- ☐ Sore throat
- ☐ Purple / blue discoloration of one or more toes
- ☐ No symptoms

## At-Home Testing

# Ordering a Test



**VAULT**

**How many days have you had symptoms?**

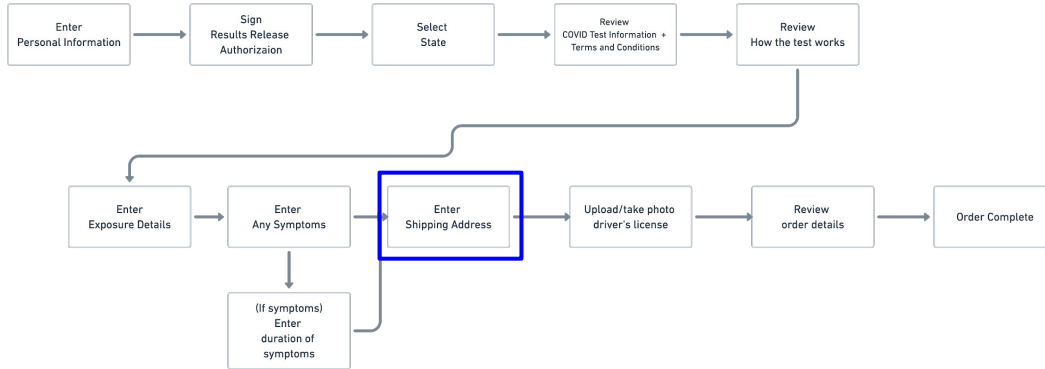
**Enter the # of days**

DAYS  
2

**NEXT** >

## At-Home Testing

# Ordering a Test



**VAULT**

## Order Details

### Shipping Address

Enter the address where you would like us to send your testing kit.

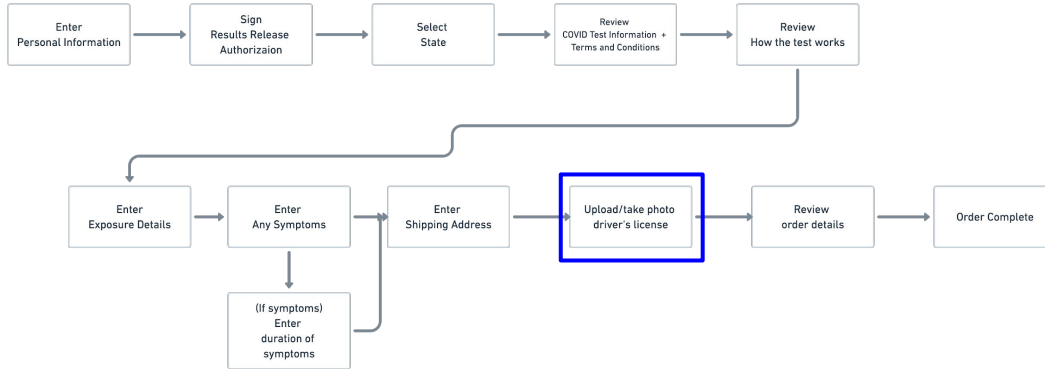
|   |   |                                    |
|---|---|------------------------------------|
| FIRST NAME                                | <input type="text" value="John"/>           |                                    |
| LAST NAME                                 | <input type="text" value="Doe"/>            |                                    |
| ADDRESS                                   | <input type="text" value="123 Main St."/>   |                                    |
| ADDRESS 2                                 | <input type="text" value="#4"/>             |                                    |
| CITY                                      | STATE                                       | ZIP CODE                           |
| <input type="text" value="Apple Valley"/> | <input type="text" value="California"/>     | <input type="text" value="12345"/> |
| PHONE NUMBER                              | <input type="text" value="(999) 123-4567"/> |                                    |

All treatments include expedited shipping.

NEXT

## At-Home Testing

# Ordering a Test



**VAULT**

**Provide a photo of your government-issued photo ID**

This information is only used so that a Vault medical provider can confirm that the patient observed is the same person who ordered the test.

TAKE A PHOTO

OR

UPLOAD A PHOTO

NEXT

**VAULT**

**Provide a photo of your government-issued photo ID**

This information is only used so that a Vault medical provider can confirm that the patient observed is the same person who ordered the test.



ANY STATE  
DRIVER LICENSE  
Expires 06-06-06  
JOHN DOE  
400 ANYWHERE STREET  
ANYTOWN, ANY STATE 99999  
Sex: M Hair: Blond Wt: 120 Lbs: 160 Eyes: Blue DOB: 01-01-01

Make sure that your ID:

- Includes your full name and a photo
- Is not expired
- Is well-lit and clearly readable
- Is not cut off or cropped

TAKE ANOTHER PHOTO

OR

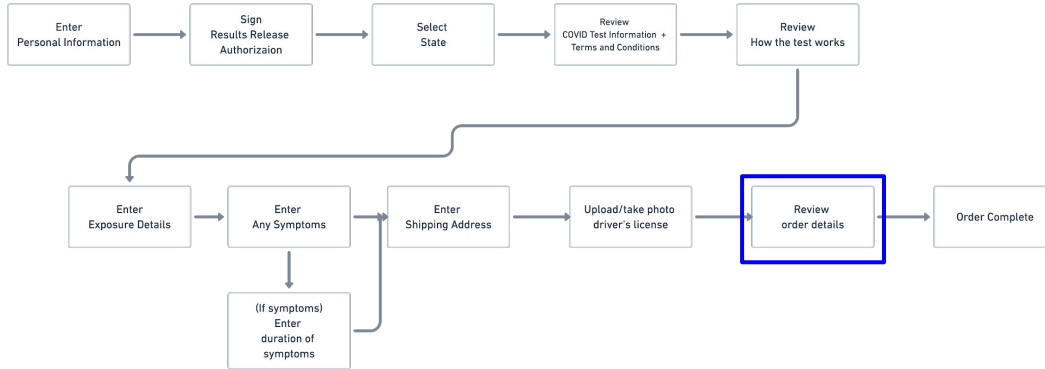
UPLOAD ANOTHER PHOTO

NEXT



## At-Home Testing

# Ordering a Test



## Review Order

Confirm your order details.

### Your Order

**COVID-19 Testing Kit** **\$150**

CREDIT APPLIED **-\$150**

Sample collection materials Included

2-way overnight shipping Included

Telehealth call Included

Results report Included

**Order Total** **\$0**

### Shipping Address

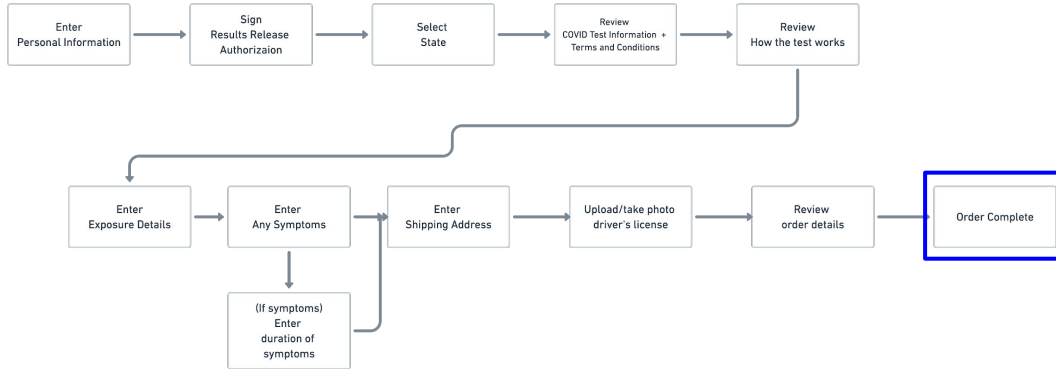
John Doe  
123 Main St.  
#45  
Apple Valley, CA 12345  
(999) 123-1234

By placing this order you accept Vault's **TERMS AND CONDITIONS**.

**PLACE ORDER**

## At-Home Testing

# Ordering a Test



**VAULT**

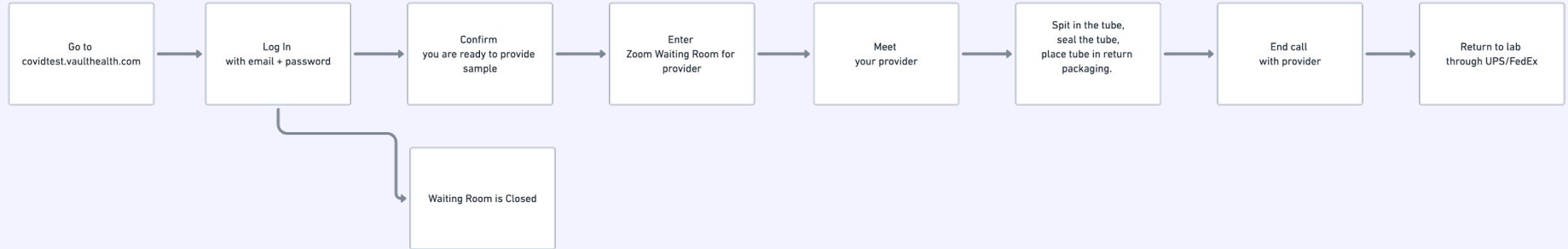
### Order Complete

Thank you for taking your first step to getting tested. You'll receive an order confirmation email shortly.

[GO TO ACCOUNT](#)

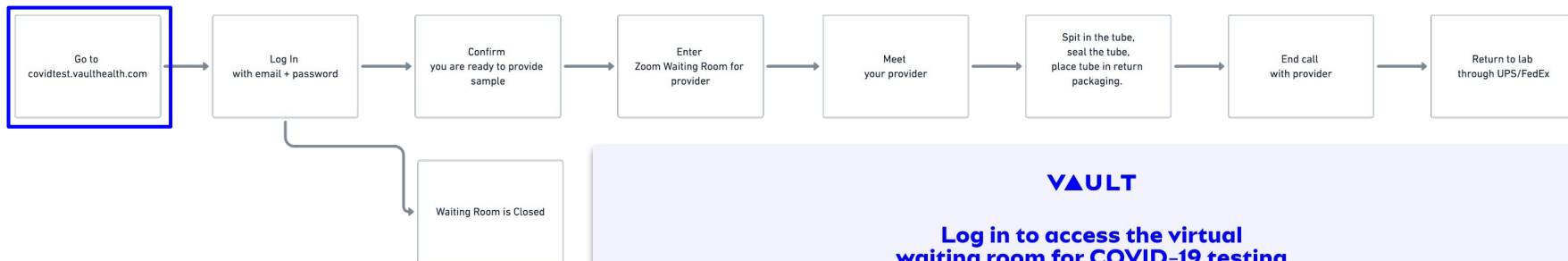
## At-Home Testing

# 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?**

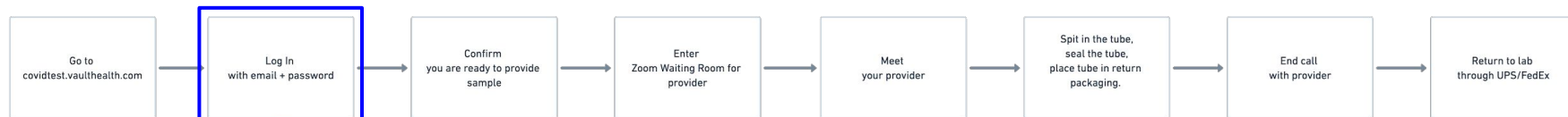
Follow the instructions [here](#)

**Have a question?**

See our: [Frequently Asked Questions](#)

## At-Home Testing

# Providing a Sample



Waiting Room is Closed

**VAULT**

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

johndoe@acme.co

.....

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

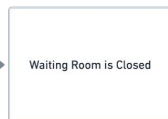
**Thursday:** 8:00 AM - 6:00PM EST

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

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

We look forward to seeing you soon!

# Providing a Sample



**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)

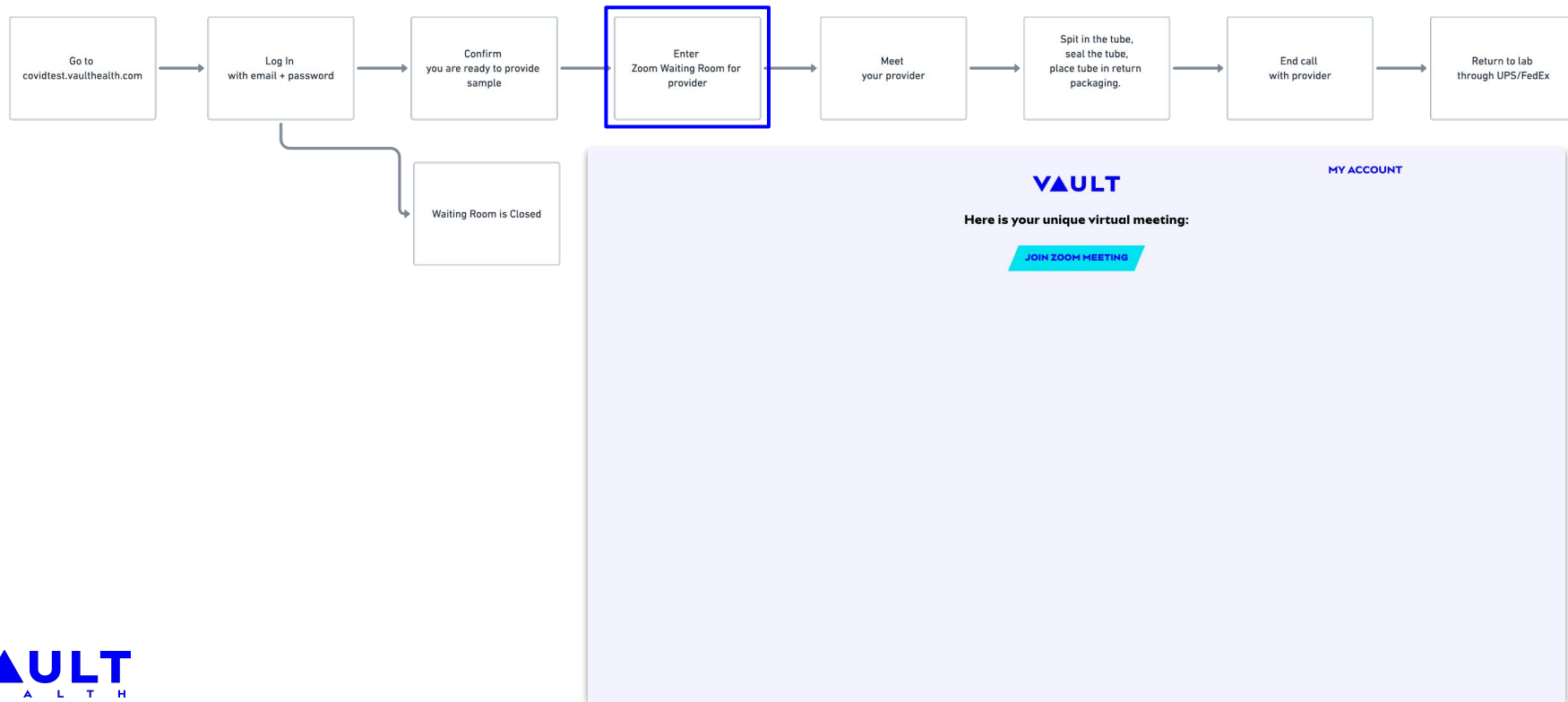
☐

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

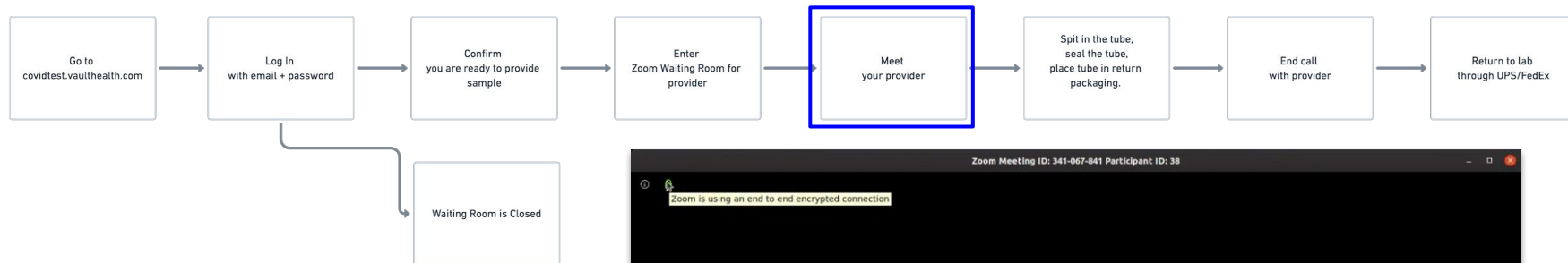
# Providing a Sample





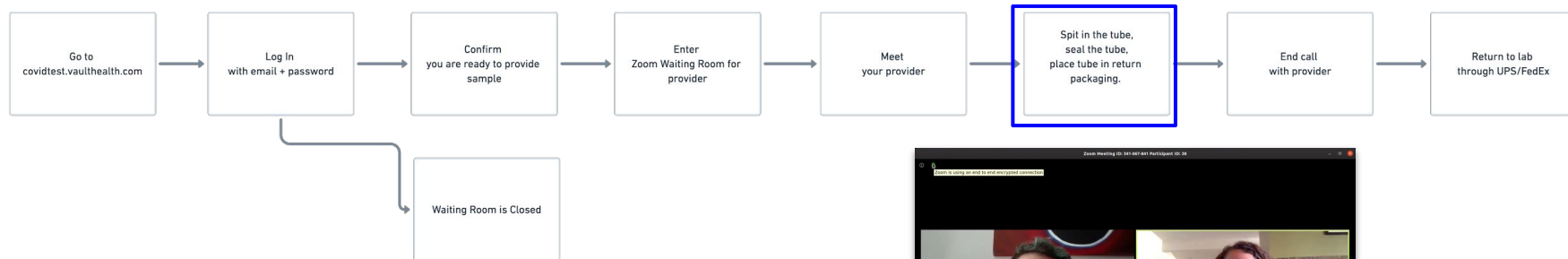
## At-Home Testing

# Providing a Sample



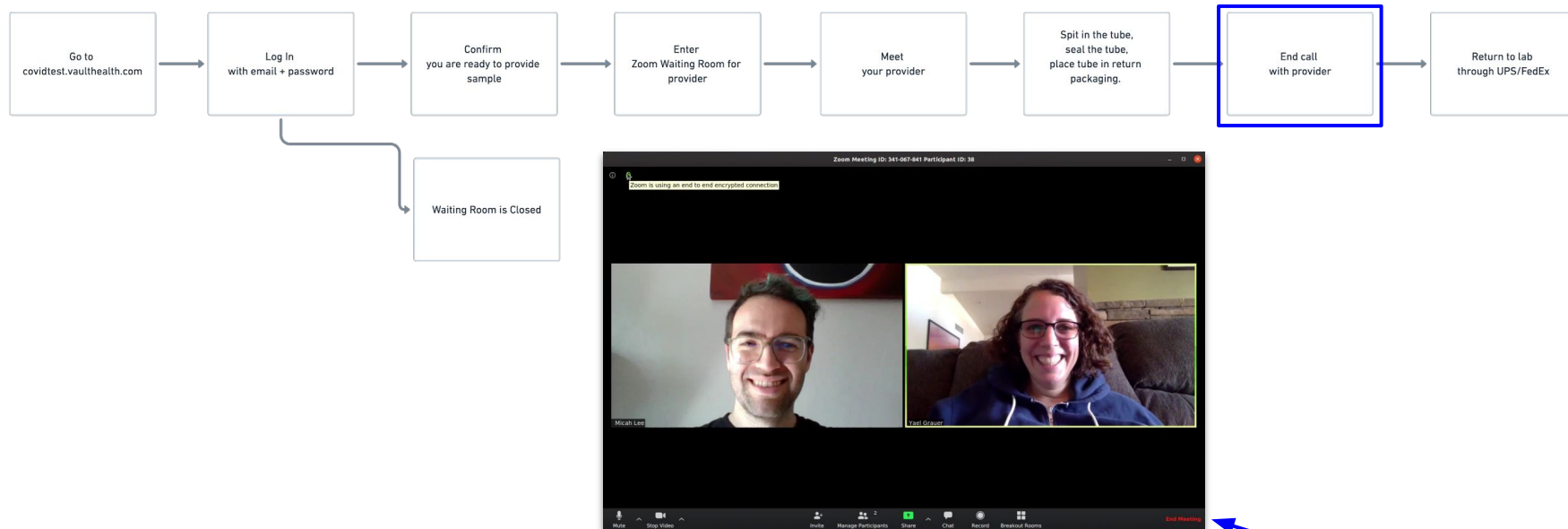
## At-Home Testing

# Providing a Sample



## At-Home Testing

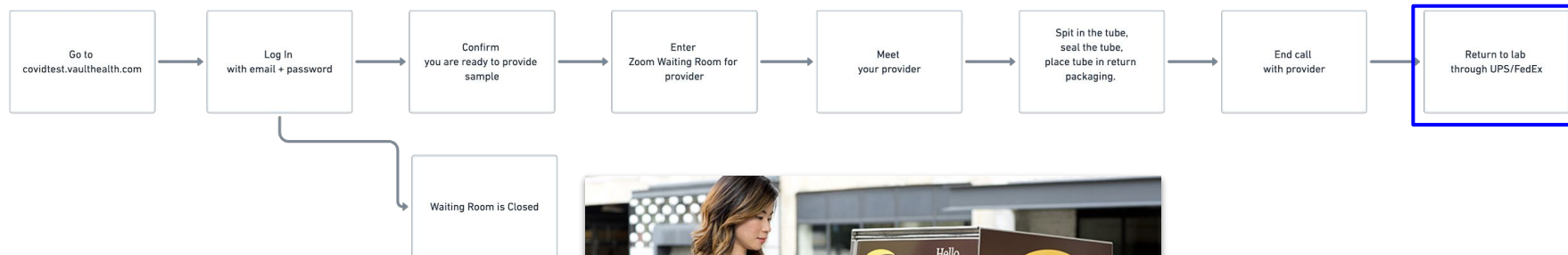
# Providing a Sample



“End Meeting”

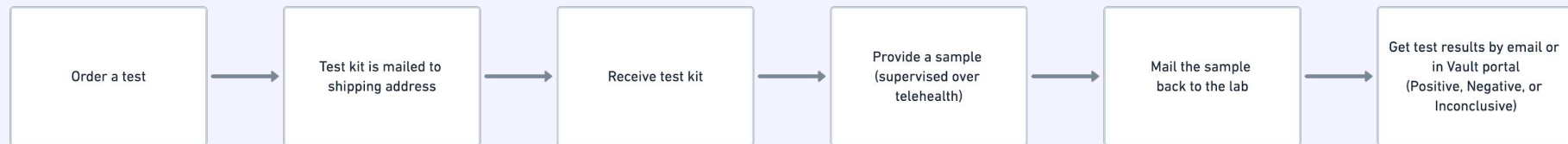
## At-Home Testing

# Providing a Sample



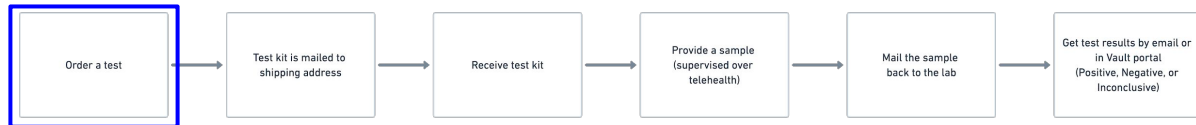
At-Home Testing

# Emails



## At-Home Testing

# Emails



## ORDER CONFIRMED

### Your order

#### COVID-19 Test Kit

|                             |          |
|-----------------------------|----------|
| Sample collection materials | Included |
| 2-way expedited shipping    | Included |
| Telehealth call             | Included |
| Results report              | Included |

## HOW IT WORKS

- 1 GET YOUR TEST KIT**  
The kit will be shipped via overnight delivery. (Orders placed after 3PM ET Friday through Sunday will ship first thing Monday morning).
- 2 TAKE THE TEST (SUPERVISED BY A MEDICAL PROFESSIONAL OVER A ZOOM CALL)**  
After your kit arrives, log on to the **Virtual Waiting Room** Sunday through Friday from 8 am to 6 pm EST to connect with a medical professional over a Zoom video call. The medical professional will guide you through the test. **Avoid eating or drinking for 30 minutes before the call.**
- 3 SHIP THE KIT BACK IMMEDIATELY**  
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.
- 4 GET YOUR RESULTS**  
You will get a report of your results (positive, negative, inconclusive, or rejected) within 48-72 hours of the lab receiving your sample.

[VIEW ACCOUNT](#)

## FREQUENTLY ASKED QUESTIONS

### I RECEIVED THE TEST KIT MATERIALS IN THE MAIL. WHAT ARE MY NEXT STEPS?

Go to <https://vaulttest.vaulthealth.com>. You will need to log in, confirm you have your kit, and join a live online queue for a video telehealth testing appointment with a Vault medical professional. You will present the government-issued photo ID that you submitted when purchasing the testing kit. Then you will proceed to collect your saliva sample with saline swabs from the Vault medical professional. **Telehealth professionals are available Sunday through Friday from 8 am to 6 pm ET.** To supervise your saliva sample collection, after producing the kit, you must drop the sample (one prepaid overnight shipping to the lab as per the instructions on the kit). You must return the sample within 48 hours of it being produced, or we will be unable to provide the results. Your testing kit includes everything you need to send back your sample, including a pre-printed return label for either FedEx or UPS. You must drop it off at a FedEx or UPS location or a FedEx or UPS dropbox. Do NOT drop it off at a partner pharmacy.

### I NEVER RECEIVED MY TEST KIT SHIPMENT IN THE MAIL. WHAT SHOULD I DO?

If you do not receive your testing kit when expected, please email [care@vaulthealth.com](mailto:care@vaulthealth.com) with your contact information. If you did not receive an email to let us know, expect a response from our team within 48 hours, thank you for your patience!

### MY TEST KIT WAS DAMAGED IN THE MAIL. WHAT SHOULD I DO?

If your test kit shipment arrives damaged, please email [care@vaulthealth.com](mailto:care@vaulthealth.com) with your contact information. If you did not receive an email to let us know, expect a response from our team within 48 hours, thank you for your patience!

### WHERE DO I GO TO TAKE THIS TEST?

There is no physical location to visit to take the test with Vault; all appointments for testing will be through telehealth video calls. Go to <https://vaulttest.vaulthealth.com> to join the waiting room for your telehealth call.

### CAN I TAKE THIS TEST WITHOUT VIDEO SUPERVISION FROM A MEDICAL PROFESSIONAL?

No, Vault's SARS-CoV-2 test will only be performed in the laboratory after a licensed medical professional orders the test for you, assists you in collecting your sample (via a video telehealth visit), and reports the results to you via electronic reporting. **ATTENTION: If you do not collect saliva under supervision from a medical professional, the test results will NOT be validated.**

### I AM NOT ABLE TO CONNECT TO VIDEO CONFERENCING. CAN I DO THIS TEST WITHOUT A VIDEO TELEHEALTH CALL?

No, this is NOT a test you can do alone. If you do not collect saliva during a video call under supervision from a Vault healthcare provider, the test results will be invalidated.

### I AM NOT ABLE TO CONNECT TO THE ROOM VIDEO CONFERENCING WAITING ROOM. WHAT SHOULD I DO?

To download Zoom, visit <https://zoom.us/download> and download instructions for your correct device.

Once you have downloaded Zoom, go to <https://vaulttest.vaulthealth.com>. You will need to enable your video camera and test will ask to complete your vault telehealth video call with a provider.

### HOW DO I SHIP MY COMPLETED SAMPLE BACK FOR TESTING?

If your kit comes with a prepaid UPS label, use **\$69.00** to find your closest UPS drop box or location. **Do not drop off your sample at a partner pharmacy.**

If your kit comes with a FedEx label, use **\$69.00** to find your closest FedEx drop box or location. **Do not drop off your sample at a partner pharmacy.**

### HOW LONG WILL IT TAKE TO GET MY RESULTS?

You will receive an email when your test results are ready approximately 2-3 days after your sample is received by the lab.

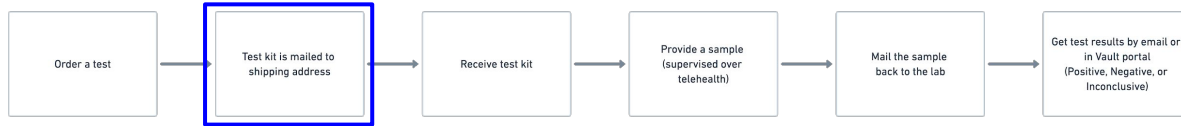
## QUESTIONS?— WE'RE HERE TO HELP.

[CONTACT US](#)

[care@vaulthealth.com](mailto:care@vaulthealth.com)

## At-Home Testing

# Emails



YOUR ORDER HAS SHIPPED

TRACK MY  
ORDER

Your SARS-CoV-2 test is on its way, Leigh.

Track your shipment here:

[No Tracking Number Available](#)

The test should arrive within 24 hours.

**PLEASE READ:** Do not open the box containing the test before connecting with a medical professional over a zoom call. After **producing** your sample during the zoom video call, **you must ship it back to the lab immediately**. The lab will receive your sample within 24 hours of you sending it. The lab must analyze your sample within 48 hours of it being produced, or we will be unable to provide you with results.

If you'd like to reach out with any questions, feel free to send us a message [here](#).

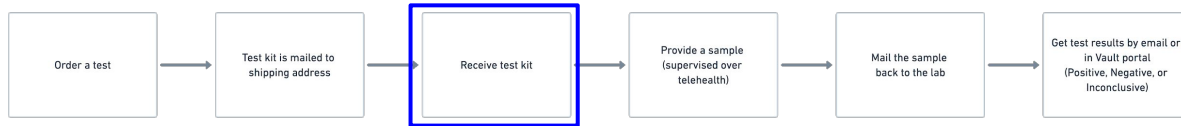
In good health,

The team at Vault



## 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](https://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,

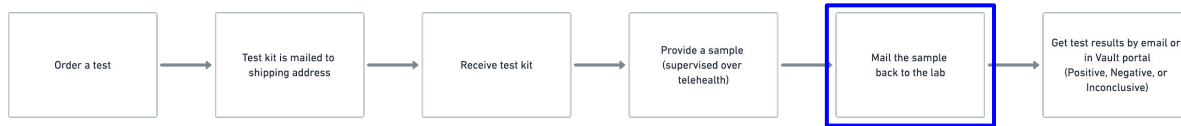
The team at Vault





## 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 in 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 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: <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 if 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 result. However, if the chance of this 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.**

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EMAIL [help@vaulthealth.com](mailto:help@vaulthealth.com)

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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-it-if-you-are-sick.html) for the guidelines on how to keep from getting sick from COVID-19: <https://www.cdc.gov/coronavirus/2019-ncov/now-getting-it-if-you-are-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 that this test is 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

**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-it-if-you-are-sick.html) for the guidelines on how to keep from getting sick from COVID-19: <https://www.cdc.gov/coronavirus/2019-ncov/now-getting-it-if-you-are-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 in 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 a true result in 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

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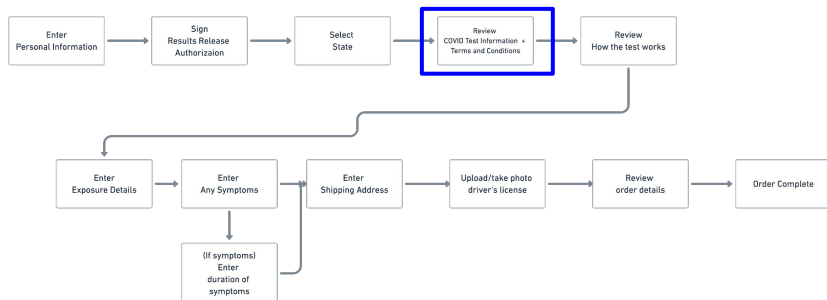
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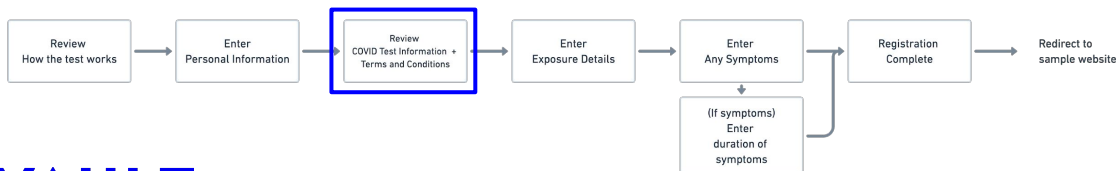
# RESULTS

# 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.

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**QUESTIONS? — WE'RE HERE TO HELP**

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

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## 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.

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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](#)

# 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](mailto: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**

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**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](#).

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**QUESTIONS? ———**  
**WE'RE HERE TO HELP**

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for SARS-CoV-2 / COVID-19  
Test administered June 15, 2020

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## 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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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](#)

# 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.**