

DHD#10 CLARIFIES COVID-19 TEXT NOTIFICATION

January 25, 2022 – Due to some confusion and skepticism over text notifications sent by District Health Department #10 (DHD#10) on COVID-19 test results, DHD#10 wishes to clarify the text message and procedure utilized for this effort.

“Many folks have received text notifications from DHD#10 regarding their test results, but understandably, people are worried about phishing scams and fraud,” stated DHD#10 Health Officer Kevin Hughes, “Therefore, we want to clarify the messaging and processes for our texting platform so that individuals feel more comfortable when they get a text from us.”

When individuals go to a testing facility, such as Honu, Walgreen’s, Rite Aid, Meijer, etc., they are usually informed of how to obtain their results after testing. Some facilities may use patient portals, and some may send notification via emails or texts. Each testing facility may utilize a different system for notifying individuals of their results, whether positive or negative.

DHD#10’s text notification efforts are only for case investigation when individuals test positive. Results are pulled daily from the Michigan Disease Surveillance System (MDSS), and then DHD#10 sends text notifications to those who are positive so that they can complete a survey to aid in case investigation. If testing facilities do not enter results into MDSS, then DHD#10 will not be texting them if positive.

Individuals will receive a secure text message on their cell phone that reads as follows:

“You have a secure message from (Staff Name, Phone Number) at DHD#10. Enter the DOB of self or child who tested. To view or reply, tap here:”

There is a link below the message that the individual must click which will take them to a secure site where they will be prompted to enter the date of birth of the individual tested in order to receive the secure message. The secure message is a chat function where you can chat with us about the results, as well as view links to education materials and the link to our case investigation survey.

For individuals that do not complete the case investigation survey, they will likely receive a follow-up text message asking them to do so. “These case investigations are important part of identifying outbreaks, as well as where we need to allocate resources, so the more case investigation being done, the better” stated Hughes.

For those needing a COVID-19 test, DHD#10 is hosting testing clinics at various locations throughout their jurisdiction. Find a testing site near you at www.dhd10.org/covid19-testing-clinics. You do not need to be a resident to get tested at any of these clinics. COVID-19 testing also takes place at most pharmacies, urgent cares, and your primary health care provider’s office. You can also find testing in neighboring counties on the Michigan Department of Health and Human Services’ (MDHHS) site: https://www.michigan.gov/coronavirus/0,9753,7-406-98178_104699_104714-554722--00.html.

DHD#10 does not supply COVID-19 at-home tests; however, test kits are available at



MEDIA CONTACT

Jeannine Taylor
Public Information Officer
O: 231-876-3823
C: 231-920-4998
E: jtaylor@dhd10.org



COUNTIES SERVED:

Crawford
Kalkaska
Lake
Manistee
Mason
Mecosta
Missaukee
Newaygo
Oceana
Wexford



www.dhd10.org



www.facebook.com/DHD10

most pharmacies. Be sure to call your pharmacy ahead of time, as demand is high. You can also get at-home tests through the U.S. Department of Health and Human Services (HHS) and the United States Postal Service (USPS) here: <https://www.covidtests.gov/>. If you have a positive COVID-19 at-home test kit, please report it here: <https://survey.alchemer.com/s3/6055601/3a61f0729898>

Employers are critical to our understanding of outbreaks. If you are an employer and would like to report a positive test result from your organization, please do so at: covidreporting@dhd10.org.

For questions on COVID-19, call us at 231-305-8675, or email us at covid@dhd10.org.

###