

Government of Malta – Result Submission Portal – FAQs

Issue	Information	If unresolved refer to:
<p>I cannot log in to the web application</p>	<p>URL: https://covidresultsubmission.gov.mt/</p> <p>You need to log in either using your CORP account (if government employee), or your e-ID.</p>	<p>If you are a government employee and do not have a CORP account, or are having issues logging in with your CORP account, please request assistance through MITA Call Centre: 25992777 / callcentre.mita@gov.mt.</p> <p>If you have issue with logging in with your e-ID, please visit https://eid.gov.mt. If you need further assistance or do not have an e-ID password, please get in touch with Identity Malta: 25904300 / info@eid.gov.mt / https://identitymalta.com/unit/e-id-cards-unit/.</p>
<p>I have a valid CORP or e-ID, but I can still not log in</p>	<p>Only healthcare professionals registered in Malta may log in.</p>	<p>If you are a healthcare professional registered in Malta, please get in touch with your respective professional council to ensure that your information has been provided for inclusion in the Result Submission Portal. The contact details of the registrars are:</p> <ul style="list-style-type: none"> - Medical Council https://deputyprimeminister.gov.mt/en/regcounc/medicalcouncil/Pages/Contact-us.aspx - Council for Nurses & Midwives https://deputyprimeminister.gov.mt/en/regcounc/cnm/Pages/Contact-us.aspx - Pharmacy Council https://deputyprimeminister.gov.mt/en/regcounc/pharmcouncil/Pages/Contact-us.aspx - Council for the Professions Complementary to Medicine https://deputyprimeminister.gov.mt/en/regcounc/cpcm/Pages/Contact-us.aspx <p>The respective registrars will then have to send your details to the Office of the Superintendent of Public Health for inclusion in the list of authorised users.</p>
<p>I have logged in, but my details are incorrect</p>	<p>Personal details of portal users are retrieved from the CORP or e-ID account. If you wish to change any contact information before submission, you may do so in the web app. (Any changes made won't be reflected in the CORP or e-ID accounts.)</p>	

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<p>I have entered the patient's ID, but their address/ contact number/ date of birth/ etc are incorrect</p>	<p>Personal details of patients are retrieved from the Government's Patient Master Index (part of CPAS). If you wish to change any contact information, you may do so in the web app. (Any changes made won't be reflected in CPAS.)</p> <p>Please make sure there is a valid contact address, contact number, and contact email address for the patient.</p>	
<p>I wish to register a RAT result, however the particular brand of RAT I am using is not on the list</p>	<p>According to Legal Notice 49/2021, only COVID-19 Test Kits which are published in the Government Gazette by the Superintendence of Public Health may be used.</p> <p>URL of latest Gazette: https://legislation.mt/eli/ln/2021/49.</p>	<p>If you wish to place a COVID-19 Test Kit on the Maltese market, please submit an application to the Medicines Authority by applying with the relevant digital form which can be found on http://www.medicinesauthority.gov.mt/mdforms.</p> <p>If you notice that you are using a RAT that is on the Government Gazette list but not on the web application, kindly inform the Medicines Authority by email: devices.medicinesauthority@gov.mt.</p>
<p>I wish to register a RAT result, however the location I am working from is not on the list</p>	<p>According to Legal Notice 357/2021, any person intending to carry out a Point-of-Care Rapid Antigen Test for COVID-19 shall do so on designated premises.</p> <p>In exceptional circumstances, where a patient is house bound or quarantined, the test may be carried out at the patient's residence by a healthcare professional.</p>	<p>Should you wish to carry out RATs, you need to submit an application to the Medicines Authority indicating:</p> <ul style="list-style-type: none"> (a) the name and address of the premises; (b) the name, surname and contact details of the responsible healthcare professional; and (c) a declaration that the premises meets the general safety and performance requirements set out by the Authority. <p>The application form can be found on http://www.medicinesauthority.gov.mt/mdforms</p> <p>If you have registered your premises, but are still not on the list, kindly contact the Medicines Authority by: devices.medicinesauthority@gov.mt.</p>

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<p>The patient's RAT result is <i>Reactive</i> – <i>Pending Confirmation</i>. What is the next step?</p>	<ol style="list-style-type: none"> 1. The test administrator must tell the patient to register for a COVID-19 RT-PCT test. The patient may do this by completing and submitting an application through https://covidtest.gov.mt/ or by calling 111 or by visiting a private licensed laboratory. The confirmatory RT-PCR test needs to be performed soon after the issue of the positive RAT result (max. 24 hours). 2. The test result must be reported to the PH COVID-19 Response Team using the web application. 3. Patients must be instructed to remain in self-isolation until the confirmatory RT-PCR result is issued (as per the Prevention of Disease Ordinance). 4. Public Health Authorities will take over the management of the public health aspects of the patient in the event of a confirmatory positive RT-PCR test. Public Health Authorities also retain the right to start contact tracing procedures based on a reactive RAT. 5. In the event that the confirmatory RT-PCR test result is positive, the starting date for quarantine entered on the quarantine letter issued by the PH COVID-19 Response Team will be that of the RT-PCR test and not the date of the RAT. Days accrued between the date of the RAT and the RT-PCR result date will need to be covered by separate sick leave provisions that will be the responsibility of the tested person. 	
<p>The patient's RAT result is <i>Non-Reactive</i>. What is the next step?</p>	<ol style="list-style-type: none"> 1. The test result must be reported to the PH COVID-19 Response Team using the web application. 2. Interpreting a negative result must consider the clinical context of the test (asymptomatic vs symptomatic) and the pre-test probability of infection in the person tested. <ol style="list-style-type: none"> a. Patients with symptoms who get a Not Reactive test result must remain in self-isolation for at least 24 hours following the complete resolution of the symptoms. Patient is to call Helpline 111 and book a RT- PCR swab test if symptoms persist or recur. b. Not Reactive (Negative) results for patients with a high pre-test probability (e.g. known close contact, high community transmission) should undergo further testing using RT-PCR and remain in self-isolation until a negative result is issued. c. Not Reactive (Negative) results for persons that have a low pre-test probability, do not need to go into self-isolation if asymptomatic. 	
<p>I wish to register a PCR result, but the lab I am working from is not on the list</p>	<p>PCR tests are carried out by duly licensed laboratories. If the lab licensed to carry out the PCR test is not able to upload a PCR test result, please send an email to covid19.datamanagement@gov.mt.</p>	

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<p>I performed a test but forgot to register and submit the result. What do I do?</p>	<p>All results of RATs and PCR tests performed need to be registered and submitted to Public Health as soon as possible. On the 'Test Details' Screen you may select the date and time that the test specimen was collected, even retrospectively. Please ensure all completed tests and their results are registered and results submitted in a timely manner.</p>	
<p>I made a mistake and registered a wrong result or a wrong patient. What do I do?</p>	<p>All submissions are submitted to the system in a 'draft' format until 30 minutes have elapsed. Once the time has elapsed, the submission will be finalised in the system.</p> <p>If you notice your mistake before 30 minutes have elapsed, you may edit the submission by going to the 'View Tests' tab, selecting the submission in question and clicking on the 'Edit button'. You must also briefly explain the reason for editing.</p>	<p>If you notice the mistake after 30 minutes have elapsed, please make a whole new entry in the system with correct details as soon as possible, and then write to callcentre.mita@gov.mt and covid19.health@gov.mt with a formal request for deletion of the incorrect result from the Result Submission Portal.</p>
<p>I wish to keep a record of all my result submissions</p>	<p>All result submissions will be saved in the system, and may be accessed by opening the 'View Tests' tab. You may also print or email the results to yourself.</p>	
<p>I wish to send a copy of the result to the patient</p>	<p>Following submission of the result to the system, and the elapse of the 30-minute window in which you can make any last-minute corrections, an automatic email is sent to the patient's email address (if include in the submission), with an acknowledgement of the submission made.</p>	
<p>I wish to submit a RAT result, but it is asking me for a photo of the result</p>	<p>All submissions of RAT results should be accompanied by a photo of the RAT test kit showing the result. This is enforced for mobile and tablet users of the web application. Should you be registering the results on a desktop or laptop computer, you are also encouraged to upload a photo of the test-kit saved on your PC. Should you have no way of capturing a photo and transferring it to your desktop computer, you are exempted from submitting a photo of the result.</p>	