

COVID TESTING UPDATE

July 8, 2020

Many questions have been shared regarding ordering testing for Covid 19 illness. Information below in regards to testing for VMG patients.

COVID TESTING May be Ordered for:

- Clinical concern for Covid 19
- Exposure to Covid 19
- Testing following Covid illness
- Travel
- Work requirements
- Other needs/situations as the Covid 19 pandemic evolves

Patients who request testing for any of the above reasons may have it ordered by VMG. If a patient requests testing due to illness, exposure or symptoms of Covid 19, they should be scheduled for an appointment with a practitioner and testing may be ordered following that visit as determined by the practitioner.

Patients who are not sick and have no Covid symptoms, may call the Health Center requesting testing for travel or a work requirement. These patients may have an order placed for testing without an appointment or virtual visit. The process is as follows:

- Confirm the patient has no symptoms of Covid
- Create a patient case requesting Covid testing including why the patient needs the test and send the patient case to clinical staff.
- Inform the patient they will be contacted by a clinical staff member for more information.

The patient can expect to hear from the clinical staff within 24 hours (one business day) and the testing will likely occur within the next 2 business days. Results may take as long as 4-5 days after testing.

The clinical staff will contact the patient, verify no symptoms, verify the location the patient prefers testing (CDH or Baystate Health), complete the order for testing for the designated site for the testing to occur and provide any needed information to the patient.

In addition as shared last week, patients may seek testing at a site in MA, using the website provided by MA DPH. This may not work for many as health insurance may require an order to pay for the testing, results may be delayed and not meet the need for the patient. The link for the MA DPH testing is on the VMG website.

There is no change to the process for Covid antibody testing.