

COVID-19 Test Collection

Frequently Asked Questions

1. **What is the cost of the test?**
 - a. The test is free of charge through The United States Department of Health and Human Services (HHS).
2. **What type of COVID-19 test is provided?**
 - a. This is an antigen test performed by **RT-PCR** (molecular test). The provided tests are the TaqPathTMCOVID-19 test, manufactured by Thermo-Fisher.
3. **How can I request a COVID-19 test?**
 - a. Go to **www.DoINeedACovid19Test.com** to set-up your profile, complete the assessment, schedule an appointment, review patient training and education. It is recommended to use a computer, tablet or smart phone to use the portal for the best experience. For patients without any online access, a toll-free phone number is available: 800-635-8611.
4. **What do I need to bring to my scheduled appointment?**
 - a. Please bring your printed voucher and your ID
5. **Are there age limits for getting the test?**
 - a. The current guidelines do not have age restrictions for who can be tested. For minors, a parent or guardian must complete the assessment process online and an adult must accompany the minor to the appointment.
6. **How is the test sample collected?**
 - a. You will need to perform a nasal self-swab collection. Please be sure to thoroughly read the provided instructions before beginning to test. We will be available to answer any questions before, during and after testing.
7. **How long does it take for my results to come back?**
 - a. Results will be available within 3 to 5 business days.
8. **Who communicates with me regarding my test results?**
 - a. eTrueNorth is responsible for communicating test results to you. You will receive an email when test results are ready and will need to sign in to their secure profile on the DoINeedACovid19Test.com website. Depending on the result, you will also receive an education handout that can be downloaded. For patients who do not have access to a computer, tablet or smart phone, you may call 800-635-8611. Using the online portal is recommended due to high call volumes. **The pharmacy will not have any access to your test results.**
9. **How will test results be shared with public health officials?**
 - a. eTrueNorth securely submits test results to public health departments. In most cases this reporting occurs at the state and federal level.

10. *Please come inside and speak to us if you have any other questions or concerns ☺*