

COVID-19 Testing

Frequently Asked Questions (FAQ)

North East Medical Services (NEMS) is providing COVID-19 testing to *SYMPTOMATIC* and *HIGH-RISK ASYMPTOMATIC* patients that have a testing order from a NEMS provider. The COVID-19 test will be conducted through one of our drive-thru or walk-thru testing sites.

What is the COVID-19 Test?

NEMS conducts the following type of COVID-19 test:

- **Swab testing:** this test is conducted by swabbing the inside of your nose or mouth and is used to detect the virus in your body

How long will it take to get my results and how will I be informed?

The turnaround time for COVID-19 test results is about 3 to 14 days but may be longer due to lab capacity. The NEMS provider who ordered your COVID-19 test will call you with the results as soon as they are available.

Will my insurance cover the test?

Most insurances will cover the COVID-19 test. If you have a commercial plan, your deductible, out-of-pocket, and any copayments may apply. If you have Medicare or Medi-Cal, your insurance will cover the full cost of the test.

If you don't have insurance or if your insurance plan doesn't cover COVID-19 testing and related services, you may qualify for Medi-Cal's COVID-19 Presumptive Eligibility Program. This program covers COVID-19 diagnostic testing, testing-related services and treatment services at no cost. If you choose not to enroll in this Medi-Cal program, NEMS offers a sliding fee discount program and you may qualify for free testing. In order to enroll in either programs, please call NEMS Member Services at **415-391-9686 ext. 8160 or 650-550-3923 ext. 8160 or 408-573-9686 ext. 8160.**

What should I do while I wait for the results of my test?

Home Isolation Guidance

If you had a COVID-19 test and are experiencing symptoms such as fever, chills, cough, shortness of breath, sore throat, runny nose, muscle pain, headache, nausea, vomiting, diarrhea, or loss of smell or taste, follow the **Home Isolation Guidance** below while you await your results.

- Stay home until recovered. Recovery means:
 - Your fever is gone for 72 hours without the use of fever reducing medicine and
 - Your cough or trouble breathing has improved and
 - It's been at least 10 days after your first symptoms.

Home Quarantine Guidance

If you had a COVID-19 test and have no symptoms but were a **close contact*** (see examples on next page) of a person with COVID -19, follow the **Home Quarantine Guidance** below while you await your results.

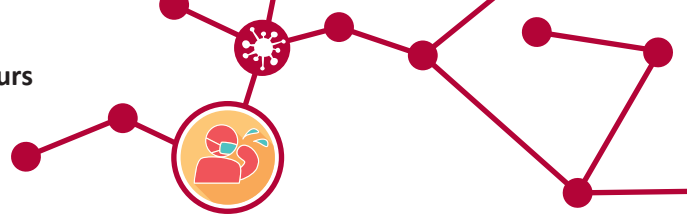
- You must stay in home quarantine for 14 full days after you were last in close contact with the person with COVID-19.
- If you're unable to avoid close contact with someone with COVID-19, you must quarantine for 14 days after the day that person completed their self-isolation (*likely to be up to 24 days total*).
- If you develop symptoms, it is possible you may have COVID-19 and you must follow the **Home Isolation Guidance**.
- Monitor symptoms and check with your medical provider to seek COVID-19 testing.

The home isolation and home quarantine guidance outlined in this document meet the requirements set forth by San Francisco and San Mateo counties. If you reside in a different county, please refer to your county's department of public health for specific isolation and quarantine guidance.



* You are a close contact of a COVID-19 positive person if, from 48 hours before their symptoms began, the person with COVID-19:

- lived or stayed overnight with you,
- was your intimate sex partner,
- took care of you or you took care of them,
- stayed within 6 ft of you for over 10 minutes while they were not wearing a face mask,
- exposed you to direct contact with their body fluids or secretions (e.g., coughed or sneezed on you) while you were not wearing a face mask, gown, and gloves.



If you had a COVID-19 test and have no symptoms and are not a close contact, you do not need to follow the isolation or quarantine guidance and can just wait for the results of your COVID-19 test.

What should I do if my symptoms worsen?

If you develop additional symptoms or if your symptoms worsen, notify your primary care provider. In the case of an emergency, call 911 and also let them know you are waiting for the results of a COVID-19 test. Symptoms that indicate you should seek medical care include**:

- Difficulty breathing
- Can't keep fluids down
- Dehydration
- Confusion

** This list is not all inclusive. Please consult your medical provider, or 911 in the case of an emergency, for any other symptoms that are severe or concerning. NEMS clinics can be reached at (415) 391-9686 or (650) 550-3923 or (408) 573-9686.

What if my COVID-19 test is positive?

If your test result is positive for COVID-19, a healthcare provider will evaluate whether you can be cared for at home or whether you should be treated in the hospital. If your provider determines you can be treated at home, follow the **Home Isolation Guidance** in the section titled **“What should I do while I wait for the results of my test?”**

While most infected persons make a full recovery from COVID-19, you must follow the **Home Isolation Guidance** along with the following guidelines:

- There is no specific medicine to treat COVID-19 so it is important to get plenty of rest, drink plenty of fluids and use acetaminophen to reduce fever. *(Check with a doctor before giving any medications to children under 2 years of age.)*
- Monitor your symptoms, especially if you are over age 60, have chronic conditions such as lung disease, heart disease or diabetes, have a weakened immune system and/or are pregnant.
- If your symptoms get worse such as difficulty breathing, call your doctor immediately. If it is an emergency, call 911. In both instances tell them you have been diagnosed with COVID-19.
- If your test is positive, any close contacts you had within 48 hours before your symptoms began will need to follow the **Home Quarantine Guidance**.

What if my COVID-19 test is negative?

- If your test result is negative, you have NO symptoms and if you haven't had close contact with a COVID-19 positive person, you can resume your daily life with proper social distancing.
- If your test result is negative, you HAVE symptoms but haven't had close contact with a COVID-19 positive person:
 - If your primary care provider thinks you have COVID-19, continue to follow the **Home Isolation Guidance**.
 - If you are in close contact with a vulnerable person, consider remaining in isolation for the entire isolation period as described in **Home Isolation Guidance**.
 - Otherwise, follow the **Home Isolation Guidance** until your fever has been gone without taking fever-lowering medication and your symptoms have been improving, both for 72 hours.
- If your test result is negative for COVID-19, but you were a close contact of a COVID-19 positive person, follow the **Home Quarantine Guidance**.

Should my household member(s) get tested for COVID-19?

Your close contacts should follow the **Home Quarantine Guidance** if your COVID-19 test is positive, including monitoring their symptoms and reaching out to a provider for a COVID-19 diagnostic test. **Call NEMS at (415) 391-9686 or (650) 550-3923 or (408) 573-9686 to find the nearest COVID-19 testing location.**