As COVID-19 cases continue to accelerate in our communities, Spectrum Health has made changes regarding our COVID-19 testing protocols. We will be regularly assessing our testing criteria and process to ensure that those most in need can quickly and easily get tested.

Starting Monday, Nov. 16, we will not accommodate walk-ins/drive-ups without a scheduled appointment at any of our COVID-19 testing locations. Additional resources will be added to existing sites to create more efficient, dedicated paths for COVID-19 testing.

View the FAQ and additional resources below to learn more about these changes

Q: What are the latest patient criteria for a COVID-19 test at Spectrum Health?
Beginning Wednesday, Dec. 23, patients can qualify for a test if they:
- Have any symptoms of COVID-19
- Have had a known exposure (close contact within 6 feet for a total of 15 minutes or more) with someone with confirmed or suspected COVID-19 at least four days ago

Q: How do patients schedule a COVID-19 test?
There are three ways for patients to be screened and scheduled for COVID-19 testing:

1. **Spectrum Health MyChart (Preferred Option):** Patients are encouraged to use this virtual screening and self-scheduling tool by downloading the Spectrum Health app or by visiting mychart.spectrumhealth.org
2. If a patient requires an interpreter or special assistance, or is a pre-procedure or surgery patient, call the COVID-19 hotline 833.559.0659 to be screened.
3. If a Physician screens the patient and orders a COVID-19 test, once the order is placed, patients have two options to schedule their test:
   - Self-schedule the COVID-19 test via MyChart
   - Call COVID-19 Hotline at 833.559.0659 to schedule the COVID-19 test.

Q: What is turn-around time for faxed order to appear in MyChart so patient may schedule COVID-19 test?
The turnaround time for an order to appear in MyChart varies. The most efficient way for a patient to schedule a test is to use the screening and self-schedule tool in Spectrum Health MyChart. Visit www.spectrumhealth.org/covid19test for complete instructions.

Q: How long will it take for patients to get their test results?
After taking your test, it may take up to seven days before they receive their results. Their results will be posted to their MyChart account and shared with their provider. For all patients with a MyChart account, this will be the only notification of their test results by Spectrum Health.

Q: What is the process for pre-procedural patients to get a COVID-19 test?
Pre-procedural patients should schedule their COVID-19 test through MyChart. Patients should ensure their COVID-19 test appointment is at least five days before the date of their surgery.
Q: What if a patient does not qualify for a test at Spectrum Health, but still wants to be tested? We understand that those who are asymptomatic may still want to be tested. Please direct them to the State of Michigan website for other testing options.

Q: I am a Spectrum Health Medical Group provider. If I am seeing a patient in my office and they qualify for a nares test, should I perform the procedure? If you are seeing a patient in your office and they qualify for a nares test, please perform the procedure in the office during the appointment. If you would like for your patient to have a curbside test, please direct patients to schedule through MyChart.

Additional Resources
- Patient flier
- https://lab.spectrumhealth.org/covid-19/