

## COVID-19 Testing FAQs - January 18, 2021 1151

Spectrum Health Contact: Travis Rooke

Date reviewed: 1/18/21

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:

(For complete instructions patients can visit [www.spectrumhealth.org/covid19test](http://www.spectrumhealth.org/covid19test))

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](http://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](http://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/>