



## **Coronavirus Disease 2019 (COVID-19) FAQs for Testing**

### **Q: Who should be tested?**

**A:** Testing for COVID-19 is ONLY recommended for individuals who are currently exhibiting symptoms such as cough, fever, or shortness of breath with no known cause (such as asthma). Symptomatic persons who want or need a COVID-19 test and who have access to a primary health care provider (PCP) should contact them for testing or referral. Teleconsultation is preferred unless in person examination is warranted. Testing will not be offered for patients who are asymptomatic (not exhibiting symptoms) and is not recommended by the Centers for Disease Control and Prevention.

### **Q: What is the testing process?**

**A:** Symptomatic persons who want or need a COVID-19 test should contact their primary health care provider. The provider will determine if testing for COVID-19 is warranted, test at the office, or write an order or prescription for testing and refer the patient to a standing health facility testing site via phone or email contact. (\*Bayhealth patients will be pre-screened via phone without needing to see a provider first) Standing health facility testing sites are NOT walk-in sites. Most tests involve collecting a nasal swab as a specimen. Specimens are then sent to a commercial lab, or the Delaware State Public Health Lab for testing (analysis). The ordering provider will contact the patient with results. The DPH Call Center does NOT have test results. Testing is free.

### **Q: Who can collect specimens for testing or recommend someone for testing?**

**A:** Only a medical professional can collect specimen swabs for testing or refer someone to be tested for COVID-19. They will do so only if you have had symptoms consistent with coronavirus disease such as cough, fever, or shortness of breath or respiratory illness without other known causes.

Individuals without a PCP can call the DPH Call Center at 866-408-1899, TTY at 7-1-1, or [email DPHCall@Delaware.gov](mailto:DPHCall@Delaware.gov), the ChristianaCare (1-302-733-1000), Bayhealth (1-302-310-8477), or Beebe (302-645-3200) Call Centers. Medical personnel attached to the Call Center will determine if the caller meets criteria for testing and provide the appropriate documentation that will give the caller access to testing at a standing health facility test site.

### **Q: How long does it take to get the test results?**

**A:** Most tests sent to the DPH State Lab are completed within 24 to 48 hours, however, the length of time can vary depending upon the number of tests being run that day and where the sample was collected. If a sample is sent to, and processed by, a commercial lab, your results may take longer as they are sent out of state for testing. The ordering provider will contact the patient with results. The DPH Call Center does NOT have test results.



## **Coronavirus Disease 2019 (COVID-19) Freestanding Health Facility Testing Sites**

Below are current testing locations:

- New Castle County – 4 sites
- Kent County – 1 site
- Sussex County – 5 sites

### **New Castle County – 4 sites**

#### **Organizer: Saint Francis Healthcare**

Requirements for testing:

- Drive-thru only; no foot traffic
- Referral from physician and appointments only
- Must be exhibiting symptoms

#### **Organizer: Nemours/Alfred I. duPont Hospital for Children**

Requirements for testing:

- Drive-thru only; no foot traffic
- Referral from physician and appointments only.
- Testing for children and their family members; each individual must have their own referral
- Must be exhibiting symptoms

#### **Organizer: ChristianaCare**

Two locations

Requirements for testing:

- Referral by provider only
- Patient must bring ID
- Patient must bring insurance card
- No drive-thru
- Must be exhibiting symptoms

### **Kent County – 1 site**

#### **Organizer: Bayhealth**

Requirements for testing:

- Drive-thru only, no foot traffic
- Pre-screening completed through Bayhealth Coronavirus Management Team. The hotline, 302-310-8477, is open from 8:15 a.m. - 6:00 p.m., Mon. - Fri, and 10:00 a.m. - 2:00 p.m. Sat. - Sun.
- Must be exhibiting symptoms



### **Sussex County - 5 sites**

#### **Organizer: Nanticoke Health Services**

Requirements for testing:

- Drive-thru only; no foot traffic
- Referral from provider and appointments only
- Must be exhibiting symptoms.

#### **Organizer: Beebe Healthcare**

Four locations

Requirements for testing:

- Drive-thru only; no foot traffic.
- Referral from provider and appointments only
- Must have completed Beebe COVID-19 Assessment Form
- Must be exhibiting symptoms