



## Frequently Asked Questions COVID-19 Testing in La Porte

1. How long will COVID-19 testing be offered at the testing site?

The COVID-19 testing site will be open through July 31, 2020.

2. What are the COVID-19 testing site hours of operation?

The COVID-19 testing site is open Monday through Friday from 8:00 am to 8:00 pm.

3. Can you stop by the COVID-19 testing site without an appointment?

Yes, you can stop by the COVID-19 testing location without an appointment. When you enter the building, the testing team will direct you to register online or by telephone as you must have a patient ID. It is for this reason, that it is highly recommended to pre-register online or by telephone. This will expedite the process and help to regulate the flow of people to keep wait times to a minimum in the building.

4. Do you need to have health insurance?

No, you do not need to have health insurance. During the registration process, you will be asked if you have health insurance. If you have insurance, the COVID-19 testing site will try to bill your insurance provider. If you do not have health insurance or if your insurance does not cover the testing, the State of Indiana will cover the cost. The test is free to you.

5. Is the COVID-19 test free?

Yes, the test is free. If you have health insurance, the COVID-19 testing site will try to bill your insurance provider. If you do not have health insurance or if your insurance does not cover the testing, the State of Indiana will cover the cost.

6. Do you need a doctor's order to be tested?

No, you do not need a doctor's order to register for testing or to be tested at the COVID-19 testing site.

7. Do you need to be a U.S. citizen?

No, you do not need to be a U.S. citizen. Testing is for anyone who lives or works in the State of Indiana.

8. Do you need to reside in the City of La Porte or in La Porte County?

No, you do not have to live in the City of La Porte nor in La Porte County. To be eligible, you need to either live or work in the State of Indiana.

9. How do you make an appointment to get tested?

There are two ways to make an appointment to get tested. The preferred method is online by visiting this website: <https://lhi.care/covidtesting>. You can also call 1.888.634.1116 to register if you do not have internet access, are registering a minor or need help registering.

10. Are there testing requirements, such as belonging to a high-risk group or exhibiting symptoms of COVID-19?

No, there are no testing requirements. Testing is for anyone who lives or works in the State of Indiana.

11. What testing is provided at the COVID-19 testing site?

This is a nasal test for the active COVID-19 virus and infections. This is not an antibody test.

12. Can you register online or by phone in Spanish?

Yes, you can register both online and by phone in Spanish.

Online: On the upper right-side of the website is a tab that says *Language (or Idioma)*. When you click the tab, you can select English or Spanish for the registration process.

By telephone: When you call 1.888.634.1116, select 8 for Spanish. You will then hear the menu of options in Spanish. Select 1 for information on testing and to register for testing and then select 8 to register for testing. You will be directed to a Spanish-speaking agent for registration. During high volume call times, you may be directed to the first available agent, who may not be bilingual. If this happens, the agent can easily transfer you to a bilingual agent.

13. Is there a bilingual Spanish-English staff member at the COVID-19 testing site to assist Spanish-speakers?

Yes, there is a bilingual person at the COVID-19 testing site that speaks both Spanish and English. Staff members at the site are also allowed to use online translation applications to help facilitate communication with speakers of other languages.

14. What questions will I be asked during the registration process?

You will be asked a set of screening questions and demographic questions. The screening questions include a question on if you live or work in Indiana and address COVID-19 risk factors. The questions are the same for both the online and telephone registration processes.

15. Are you required to provide a Social Security Number to register or to be tested?

No, you will not be asked for a Social Security Number during the registration process or at the testing site.

16. What do I need to take to my COVID-19 testing appointment?

You will need to take your Patient ID number that you receive when you register online or by telephone and photo ID that has your current address. If your photo ID does not have your current address, you will need to bring alternative proof of address, such as a piece of mail. You will also need to wear a mask at the testing site.

17. What if I do not have a photo ID with my current address?

If you do not have a photo ID with your current address, please bring a piece of mail addressed to you at your current physical address when you go to your appointment.

18. What can I expect when I arrive at the COVID-19 testing site?

When you arrive at the COVID-19 testing site, you will need to wear a mask and check in at the Check-In Station. A staff member will meet with you to go over things and collect some additional information for the lab. Once this is completed, you will go to the testing area. A health care worker will gently insert a long cotton swab up into your nose, twirl the swab to get a good sample, then remove it and place it in a vial, which is then sent to a lab. Once this is done, you may leave the testing site. Your test results will be available in 48-72 hours (may be longer if the lab is experiencing high demand).

19. How long does it take to get my COVID-19 test results?

You will typically receive your results 48 - 72 hours after being tested. Results may take longer (4 - 6 days) if the labs are experiencing unusually high demand.