Hello!

Thank you for working with us to organize this event. Advance is very excited to offer mass COVID-19 testing and excited to begin this relationship with your group. Attached is:

1. A frequently asked questions sheet; and
2. Three educational forms that we hand out to everyone that is tested.

Our workflow: When we arrive at your location, we will set up two lines of traffic. One for pre-registered patients and one patient that have not pre-registered. The lines will guide patients first through registration or check-in and then on to the COVID-19 test and education. When a patient pulls up there will be signs directing them.

We are very excited to form this relationship with you. Below is our contact information if you have any further questions.

Thank you,

Advance Community Health
1001 Rock Quarry Road
Raleigh, NC 27610
(919) 833-3111

Mass Testing Events – Frequently Asked Questions

How many people can attend the event?

Right now, about 75 people can attend the event. If you anticipate that more than 250 people will want to get tested at your event, we can schedule additional days at the event.

Do people have to pre-register? How can they do that?

Yes, we prefer that all people who want to attend the event will pre-register. This helps us anticipate how many people will be tested, what supplies we may need, etc. To pre-register please visit our website: www.advancechc.org/register and click on the link to the specific event you are working to pre-register for or call: (919) 833 - 3111.

How much space will you need to set up?

We will need enough space for an RV and three large tents to be set up outside of the RV. These events run much more quickly if there is enough room for every person to stay in their car but can also be run solely as walk-up events if there is not enough space or a clear path for the cars.

What do you need to bring?

To be tested you need to bring an identification card and your insurance card if you have one.

What does this cost?

The test is at no cost to interested patients. If someone has insurance, we will take that insurance and charge the insurance company but will not charge the individual. If the individual does not have insurance there is no charge to them.

What kind of test are you administering?

We will be administering an antigen test which shows if you are currently infected with the virus. We send off the test for COVID-19 PCR testing. This could consist of either a nasal or oral swab, depending on what supplies we currently have.

How long will it typically take to get your test results back?

It depends on the lab turn-around time. Right now, with increased testing it takes approximately one week to get your results. After the results come back to us, we will notify each patient of their results. The fastest way to be notified of your test result is to log onto LabCorp, the website is: https://www.labcorp.com/results. Once there you can register for an account or sign in to directly view your results.

Who can get tested? Can infants, toddlers, and children be tested?

People of all ages can be tested, infants to adults.

Will you have translators just in case someone does not speak English?

Occasionally, some of our staff can help act as translators for patients that speak Spanish, but this is not guaranteed. We have video-interpretation tablets on-site that can provide over 250+ languages.

Will you need volunteers from the organization?

We will gladly take volunteers that can help with traffic control and overall dissemination of information, though that is not a necessity. We also need access to your organization's bathrooms for our staff while we are on site.

How much time before the event starts will you set up?

We will typically arrive an hour and a half before an event. We will pack up and leave by one hour after the event. On some occasions we have to park our mobile unit the night before or leave it for one night to pick up early the next morning.

Can our event be a closed event, or does it have to be open to the public?

The event can be closed if you have a group of people (equal to or greater than 75) that would like to be tested. Though, we often will take walk-ups if time allows.

Will Advance be advertising the event?

Yes, unless your event is a closed event, Advance will advertise the event on our website and social media accounts.

If someone receives a positive result, what are the resources and/or guidance that is offered to them as far as managing any symptoms, etc.?

At the time of testing education (verbally/teach back and in writing) is given to each patient. Additionally, the DHHS Tracing team is reaching out to COVID (+) patients for tracing interview and education for symptom management, isolation/quarantine recommendations, and 3 W's.

10 things you can do to manage your COVID-19 symptoms at home

If you have possible or confirmed COVID-19:

1. **Stay home** from work and school. And stay away from other public places. If you must go out, avoid using any kind of public transportation, ridesharing, or taxis.

2. **Monitor your symptoms** carefully. If your symptoms get worse, call your healthcare provider immediately.

3. **Get rest and stay hydrated.**

4. If you have a medical appointment, **call the healthcare provider** ahead of time and tell them that you have or may have COVID-19.

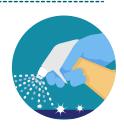**5.** For medical emergencies, call 911 and **notify the dispatch personnel** that you have or may have COVID-19.

6. **Cover your cough and sneezes.**

7. **Wash your hands often** with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.

8. As much as possible, **stay** in a specific room and **away from other people** in your home. Also, you should use a separate bathroom, if available. If you need to be around other people in or outside of the home, wear a facemask.

9. **Avoid sharing personal items** with other people in your household, like dishes, towels, and bedding.

10. **Clean all surfaces** that are touched often, like counters, tabletops, and doorknobs. Use household cleaning sprays or wipes according to the label instructions.

cdc.gov/coronavirus

10 maneras de manejar los síntomas respiratorios en casa

Si tiene fiebre, tos o dificultad para respirar, llame a su proveedor de atención médica. Es posible que le recomienden manejar el cuidado de su salud en casa. Siga estos consejos:

1. **Quédese en casa**, no vaya al trabajo ni a la escuela, y evite visitar otros lugares públicos. Si debe salir, evite usar transporte público, vehículos compartidos o taxis.

2. **Monitoree sus síntomas** con mucha atención. Si sus síntomas empeoran, llame de inmediato a su proveedor de atención médica.

3. **Descanse y manténgase hidratado.**

4. Si tiene una cita médica, **llame al proveedor de atención médica** antes de ir, e infórmele que tiene o podría tener COVID-19.

5. Si tiene una emergencia médica, llame al 911 y **avísele a la operadora** que tiene o podría tener COVID-19.

6. **Cúbrase la nariz y la boca al toser o estornudar.**

7. **Lávese las manos frecuentemente** con agua y jabón por al menos 20 segundos o límpieselas con un desinfectante de manos que contenga al menos un 60 % de alcohol.

8. En la medida de lo posible, **quédese** en una habitación específica y **alejado de las demás personas** que viven en su casa. Además, de ser posible, debería utilizar un baño separado. Si debe estar en contacto con otras personas dentro o fuera de su casa, use una mascarilla.

9. **Evite compartir artículos personales** con las demás personas en su casa, como platos, vasos, cubiertos, toallas y ropa de cama.

10. **Limpie todas las superficies** que se tocan frecuentemente, como los mesones, las mesas y las manijas de las puertas. Utilice limpiadores de uso doméstico, ya sea en rociador o toallitas, según las instrucciones de la etiqueta.

Para obtener más información: **www.cdc.gov/COVID19-es**

We are working with the county and state to make sure we know how the community is impacted by COVID 19. Our goal is to offer COVID 19 testing to anyone using our services, whether they have symptoms or not as we know some people can carry the virus and not show symptoms.

Why are we testing people without symptoms?

While people without symptoms may not be as likely to infect others, knowing how many people are positive in the community can help us understand what more we can do for the community and what resources are needed. If you test positive, we can help identify which of your family and friends may also be at risk.

What kind of test is being used?

We are testing for active infection. This means that although you may be negative on the day of your test, you could still become positive at another time if exposed. For this reason, you may be tested multiple times over the course of the outbreak. This test is performed with a nasal or oral swab.

Do I have to stay home after I am tested?

 If you do not have symptoms and do not know of any positive contacts, you do not have to stay home until your results come back. We are recommending that everyone follow state guidelines for mask wear in public places and social distancing whenever possible. If you do develop symptoms after the date of your test, please notify your provider as additional testing or guidance may be needed.

What are the symptoms I should be looking for?

Congestion or runny nose	Cough Fever or chills
Headache	Shortness of breath or difficulty breathing
Muscle pain	Sore throat
New loss of taste or smell Fatigue	Nausea or vomiting
Diarrhea	

Please scan this QR code with your phone to take our patient satisfaction survey:

Estamos trabajando con el condado y el estado para asegurarnos de saber cómo la comunidad se ve afectada por COVID 19. Nuestro objetivo es ofrecer la prueba COVID 19 a cualquiera que use nuestros servicios, ya sea que tengan síntomas o no, ya que sabemos que algunas personas pueden llevar el virus y no muestra síntomas.

¿Por qué estamos haciendo pruebas a personas sin síntomas?

Identificar si las personas sin síntomas pueden ser tan propensas a infectar a otros. El saber cuántas personas son positivas en la comunidad puede ayudarnos a comprender qué más podemos hacer para la comunidad y qué recursos se necesitan. Si su resultado es positivo, podemos ayudarlo a identificar cuáles de sus familiares y amigos también pueden estar en riesgo.

¿Qué tipo de prueba se está utilizando?

Estamos probando una infección activa. Esto significa que, aunque puede ser negativo el día de la prueba, aún podría volverse positivo en otro momento si se expone. Por esta razón, es posible que se le realice varias pruebas durante el brote. Esta prueba se realiza con un hisopo nasal u oral.

¿Tengo que quedarme en casa después de la prueba?

Si no tiene síntomas y no conoce ningún contacto positivo, no tiene que quedarse en casa hasta que sus resultados vuelvan. Recomendamos que todos sigan las pautas estatales sobre el uso de máscaras en lugares públicos y el distanciamiento social siempre que sea posible. Si desarrolla síntomas después de la fecha de su prueba, notifique a su proveedor ya que pueden ser necesarias pruebas u orientación adicionales.

¿Cuáles son los síntomas que debo tener?

Congestión o secreción nasal	Tos Fiebre o escalofríos
Dolor de cabeza	Falta de aliento o dificultad al respirar
Dolor muscular	Dolor de garganta
Pérdida de sabor u olfato	Fatiga
Náuseas o vómitos	Diarrea

Escanee este código QR con su teléfono para completar nuestra encuesta de satisfacción del paciente:
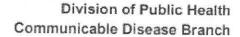
NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES

CORONAVIRUS DISEASE 2019 (COVID-19)
Guidance for Persons Under Investigation

You are being tested for the virus that causes coronavirus disease 2019 (COVID-19). Public health actions are necessary to ensure protection of your health and the health of others, and to prevent further spread of infection. COVID-19 is caused by a virus that can cause symptoms, such as fever, cough, and shortness of breath. The primary transmission from person to person is by coughing or sneezing. On January 30, 2020, the World Health Organization announced a Public Health Emergency of International Concern and on January 31, 2020 the U.S. Department of Health and Human Services declared a public health emergency. If the virus that causes COVID-19 spreads in the community, it could have severe public health consequences.

As a person under investigation for COVID-19, the North Carolina Department of Health and Human Services, Division of Public Health advises you to adhere to the following guidance until your test results are reported to you. If your test result is positive, you will receive additional information from your provider and your local health department at that time.

o <u>Remain at home</u> until your provider or public health officials inform you that your test was negative or until <u>all</u> of the following criteria are met: 1) At least 3 days (72 hours) have passed *since recovery* defined as resolution of fever without the use of fever-reducing medications **and** improvement in respiratory symptoms (e.g., cough, shortness of breath); 2) At least 7 days have passed *since your symptoms first appeared*.

o Keep a log of visitors to your home using the form provided. Notify any visitors to your home of your isolation status.

o If you plan to move to a new address or leave the county, notify the local health department in your county.

o Call a doctor or seek care if you have an urgent medical need. Before seeking medical care, call ahead and get instructions from the provider before arriving at the medical office, clinic or hospital. Notify them that you are being tested for the virus that causes COVID-19 so arrangements can be made, as necessary, to prevent transmission to others in the healthcare setting. Next, notify the local health department in your county.

o If a medical emergency arises and you need to call 911, inform the first responders that you are being tested for the virus that causes COVID-19. Next, notify the local health department in your county.

o Adhere to all guidance set forth by the North Carolina Division of Public Health for Home Care of patients that is based on guidance from the Center for Disease Control and Prevention with suspected or confirmed COVID-19 that is found here:
https://epi.ncpublichealth.info/cd/coronavirus/Home%20Care%20Isolation%20Guidance_PUI_030820.pdf?ver=1.1

o Your health and the health of our community are our top priorities. Public Health officials remain available to provide assistance and counseling to you about COVID-19 and compliance with this guidance.

ENFERMEDAD DE CORONAVIRUS 2019 (COVID-19)
Orientación para personas bajo investigación

Se está haciendo pruebas para detectar el virus que causa la enfermedad del coronavirus 2019 (COVID-19). Las medidas de salud pública son necesarias para garantizar la protección de su salud y la salud de los demás, y para prevenir una mayor propagación de la infección. COVID-19 es causada por un virus que puede causar síntomas, como fiebre, tos y dificultad para respirar. La transmisión primaria de persona a persona es tosiendo o estornudos. El 30 de enero de 2020, la Organización Mundial de la Salud anunció una Emergencia de Salud Pública de Preocupación Internacional y el 31 de enero de 2020 el Departamento de Salud y Servicios Humanos de los Estados Unidos declaró una emergencia de salud pública. Si el virus que causa COVID-19 se propaga en la comunidad, podría tener graves consecuencias para la salud pública.

Como persona bajo investigación para COVID-19, el Departamento de Salud y Servicios Humanos de Carolina del Norte, División de Salud Pública le aconseja que se adhiera a la siguiente guía hasta que se le informe de los resultados de su examen. Si el resultado de la prueba es positivo, recibirá información adicional de su proveedor y de su departamento de salud local en ese momento.

*Permanezca en casa hasta que su proveedor o funcionarios de salud pública le informen de que su examen fue negativo o hasta que se cumplan todos los siguientes criterios: 1) Hayan transcurrido al menos 3 días (72 horas) desde que la recuperación se definió como resolución de fiebre sin el uso de medicamentos que reducen la fiebre y la mejora de los síntomas respiratorios (por ejemplo, tos, dificultad para respirar); 2) Han transcurrido al menos 10 días desde que aparecieron los síntomas.

*Mantenga un registro de los visitantes de su casa utilizando el formulario proporcionado. Notifique a cualquier visitante a su hogar de su estado de aislamiento.

*Si planea mudarse a una nueva dirección o salir del condado, notifíquelo al departamento de salud local de su condado.

*Llame a un médico o busque atención si tiene una necesidad médica urgente. Antes de buscar atención médica, llame con anticipación y obtenga instrucciones del proveedor antes de llegar al consultorio médico, clínica u hospital. Notifique que está siendo evaluado para el virus que causa COVID-19 para que se puedan tomar medidas, según sea necesario, para evitar la transmisión a otras personas en el entorno sanitario. A continuación, notifique al departamento de salud local de su condado.

*Si surge una emergencia médica y necesita llamar al 911, informe a los socorristas que está siendo examinado para detectar el virus que causa COVID-19. A continuación, notifique al departamento de salud local de su condado.

*Adherirse a todas las orientaciones establecidas por la División de Salud Pública para la Atención en el Hogar de Carolina del Norte de pacientes que se basa en la orientación del Centro para el Control y la Prevención de Enfermedades con sospecha o confirmación COVID-19 que se encuentra aquí:
https://epi.ncpublichealth.info/cd/coronavirus/Home%20Care%20Isolation%20Guidance_PUI_030820.pdf?ver=1.1

*Su salud y la salud de nuestra comunidad son nuestras principales prioridades. Los funcionarios de Salud Pública siguen estando disponibles para brindarle asistencia y asesoramiento sobre COVID-19 y el cumplimiento de esta guía.

DHHS de Carolina del Norte, División de Salud Pública, Subdivisión de Enfermedades Transmisibles
COVID-19 Orientación para personas investigadas

16 de marzo de2020

Advance Community Health uses LabCorp for processing COVID-19 tests.

Where/How do I obtain my COVID-19 test results?

LabCorp
To access your test results, visit www.labcorp.com/results. Once there, you can register for an account, or, if you already have an account with LabCorp, you can simply sign in.

What information do I need to create an account?

LabCorp
You will need to enter the following information to create an account: • First name, last name • Gender • Date of birth • Address (street, city, state, zip code) • Phone number • Email address • Social security number

What information do I need to sign into an existing account?

LabCorp
You will need to enter the following information to sign into an existing account: your email address and the password you created.

When will my results be available?

LabCorp
Your results will be available on the LabCorp patient portal at least two business days after testing.

Please call us if you have questions about your healthcare!
Advance Community Health | 919-833-3111 | www.advancechc.org
Raleigh | Cary | Apex | Louisburg | Fuquay-Varina | Oak City Cares
"Our mission is to deliver quality, compassionate primary healthcare – every patient, every time – in response to the needs of our communities."