

# What to Expect / Information for Patients about COVID-19 Testing

Do you think you need to be tested for Coronavirus? Scan this information sheet for important information.

As the coronavirus pandemic continues to evolve, so does the availability of COVID-19 testing. Unfortunately, testing continues to be limited on local, regional and national levels.

At Cooley Dickinson, given significant increased requests for testing over the last several weeks, we have had to make the difficult decision to limit the groups that can be tested at Cooley and prioritize those who most need the test for medical reasons. Specifically, effective Aug. 6, 2020 Cooley Dickinson Hospital provides testing to only those who are symptomatic for COVID-19, people who require surgery or outpatient procedures, and health care workers. Cooley Dickinson, like many hospitals, does not have the capacity to perform covid19 testing for personal/social reasons, including for travel or screening prior to returning to school, etc..

To get a COVID-19 test at Cooley Dickinson Hospital, you must meet our testing criteria and have an order from your primary care provider or specialist. They will send that order to Cooley Dickinson.

If you are interested in getting tested for travel or other reasons, please visit [mass.gov](https://mass.gov) for a complete list of COVID-19 testing locations near you. We will continue to do all we can to offer as much testing as possible given the limited availability supply of testing supplies.

## SYMPTOMS

If you are experiencing symptoms of COVID-19 – subjective/documentated fever; new sore throat; new cough; new runny nose/nasal congestion; new shortness of breath; new muscle aches; new anosmia - loss of smell or taste – contact your health care provider.

If you do not have a primary care provider, and have symptoms, call the Cooley Dickinson Community Call Center (888-554-4234) to be connected with the Respiratory Illness Clinic.

If you do not have a health care provider and would like to be connected with one, the Community Call Center can help. The Call Center is open daily from 8 am to 4:30 pm.

## TESTING

When a provider tells you that a test has been ordered, please note that it can take between 24 and 72 hours for the order to be processed.

Once the order has been received, a member of our staff will call to schedule your COVID-19 test. Given the volume of appointments, it may take 24 to 48 hours to call you back to schedule an appointment. Your test will likely be scheduled within 24 to 48 hours of when our lab staff contacts you. As we are experiencing a large volume of calls, please do not call Cooley Dickinson Hospital's Call Center unless it has been more than 24 hours since your test was ordered and if you have not received a call.

## WHO TO CALL FOR COVID TESTING

Call your primary care provider or message them through the Patient Portal. You need a referral from your provider for testing. Walk-ins (or drive-ins) are not accepted.

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# What to Expect / Information for Patients about COVID-19 Testing cont'

## ARRIVING AT THE TESTING TENT

- Once at Cooley Dickinson Hospital, follow the large 'T' signs to get to the Testing Tent.
- Please be on time for your testing appointment; there is no need to arrive extra early. Arrive at your scheduled time.

## GETTING YOUR RESULTS

- You can expect your test results in 24-72 hours.
- You will receive your results from the provider who ordered the test; results will also be posted in Patient Gateway, the patient portal.
- If you are having a test because you were exposed to someone with COVID-19, you must quarantine at home for 14 days after exposure, even if your test is negative.
- Sometimes tests come back without an actual result. If this happens, you may be asked to return for another test.
- Please pay attention to your symptoms. If you have any new symptoms or feel worse, please contact your provider's office.
- Always call ahead before going to your provider's office, Urgent Care, or an Emergency Department. If you have symptoms which might be COVID, you may be asked not to come to the office and may be scheduled at a special site.
- Put on a mask ahead of time if possible, or as soon as you arrive.
- If you are an employee of Cooley Dickinson / Mass General Brigham (formerly Partners HealthCare), please call 617-724-8100 for return to work guidance. If you work in health care at a location other than Cooley Dickinson, please call your employer's Occupational Health Department.

## OTHER THINGS YOU SHOULD KNOW IF YOU ARE DIAGNOSED WITH COVID-19

### Call ahead before visiting your doctor.

- If you have a medical appointment, call ahead to let them know that you have or may have symptoms of COVID-19. You may be scheduled for a visit at a different site. This will help prevent spreading the infection to patients and staff.

### Wear a face mask around other people and pets.

- Wear a face mask around other people and pets. This includes rooms in your home, doctors' offices, and in vehicles.
- If you cannot wear a mask because of trouble breathing, the people around you should wear a mask and eye protection if possible or stay outside the room you are in.

### Cover your coughs and sneezes.

### Clean your hands often, and clean all "high-touch" surfaces every day.

### Monitor your symptoms.

- Seek prompt medical attention if your illness is worsening, such as difficulty breathing.
- Before seeking care, call your doctors' office and let them know you have or might have COVID-19.
- Put on a face mask before entering the building, if possible, to protect other patients and staff.
- Follow instructions provided by your medical team, occupational health, or public health departments professionals, as appropriate.
- If you have a medical emergency and need to call 911, notify the operator that you have, or are being evaluated for, COVID-19. If possible, put on a mask before emergency medical services arrive.

Please know that you can feel confident that your care will be of the same high quality and safety you've come to know and expect from Cooley Dickinson Hospital. For more information on the steps we are taking across our organization, please see our Safe Care Commitment.

Thank you for your patience and understanding.  
As always, it is a pleasure and a privilege to care for you.