



## Frequently Asked Questions - Outpatient Testing for COVID 19

(9.18.2020) updates in red

### How should I prioritize testing?

**SYMPTOMATIC patients** - our current case definition for COVID 19, includes the following symptoms with no alternative diagnosis *Fever, Cough, Nasal congestion or rhinorrhea, Sore throat, Shortness of breath, Diarrhea, Nausea or vomiting, Fatigue, Headache, Myalgia, Poor feeding or poor appetite.* Given the evolving understanding of the disease, you should rely on your clinical judgment if patients do not meet the case definition exactly. **As of 9.21.2020 testing is available for 'COVID-plus-Influenza' (one swab), and 'COVID-plus-Influenza & Strep' (2 swabs).** Ordering details are on page 2.

**ASYMPTOMATIC patients** - Because of the potential for pre-symptomatic and asymptomatic transmission of SARS-CoV-2 infection, the public health response includes testing **asymptomatic close contacts** (defined as > or equal to 15 min close contact (within 6 feet) of a confirmed case or PUI. Children's is testing asymptomatic patients identified as a close contact. We are also testing asymptomatic patients prior to dental procedures that have a high likelihood of generating aerosols.

### Can I collect patient samples in my practice?

Yes! Children's can supply offices with swab kits if you would like to collect patient samples in your practice. To order swab kits and discuss courier service, email Emily Kimball at [Emily.kimball@cchmc.org](mailto:Emily.kimball@cchmc.org). Ambient swabs are stable for 24 hours and specimens will be processed at Children's. NP swabbing guidelines are available [here](#). **Please note: Lab orders should be sent with the specimen. Do not send an order electronically (or via fax) when testing in your office.**

### What type of testing is available at Children's? What is the turnaround?

Cincinnati Children's is offering PCR lab testing, if ordered by a community provider **by appointment ONLY**. Turnaround time for results is currently 24 hours. Results will be sent to you via the same lab communication used for other routine lab tests.

### When/where will the testing appointments be available?

**Appointments** are available 6-7 days/week at various Neighborhood locations. The Scheduling Center will work with families to determine the most convenient time and place for testing. Weekly test schedules can be found [here](#). To decrease spread of disease, CCHMC testing process allows symptomatic patients to **remain in their car** for testing. **Patients should NOT seek testing from the Emergency Dept or Urgent Care sites.**

### Who is responsible for reporting positive results to state or local HD?

Cincinnati Children's is responsible for reporting positive results to all health agencies.

### What is the cost of testing at CCHMC?

The cost of COVID-**only** testing is \$56 (CCHMC will NOT be balance billing at this time for self-pay or co-payments.). **Please note:** If a family does not provide insurance information, Children's will not be able to perform their COVID test (does NOT include self-pay).

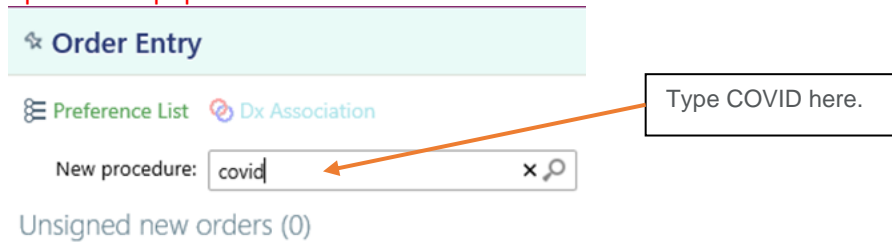
## Will Children's test adults?

Yes. As long as we have **adequate testing capacity**, we will test adult caregivers/family of pediatric patients. An order is required for adult(s) to be tested and **results will be sent the ordering provider for follow up**. Our top priority will be the pediatric population. Testing capacity will dictate whether we can continue to test adults long term.

## How do I place an order for the COVID testing options available? (Symptomatic OR Asymptomatic contact testing) Effective 9.21.2020, testing options expanded to include 'COVID-plus-Influenza' (one swab) and 'COVID-plus-Influenza & Strep' (2 swabs).

There are **4 ways to schedule any** COVID-19 testing appointment.

1. Send via Epic Link – If you have Epic Link access, you can order testing using **Order Entry** functionality. Start in a patient chart. Click **Order Entry** from the toolbar. Search for 'COVID' and the available test options will populate as outlined below.



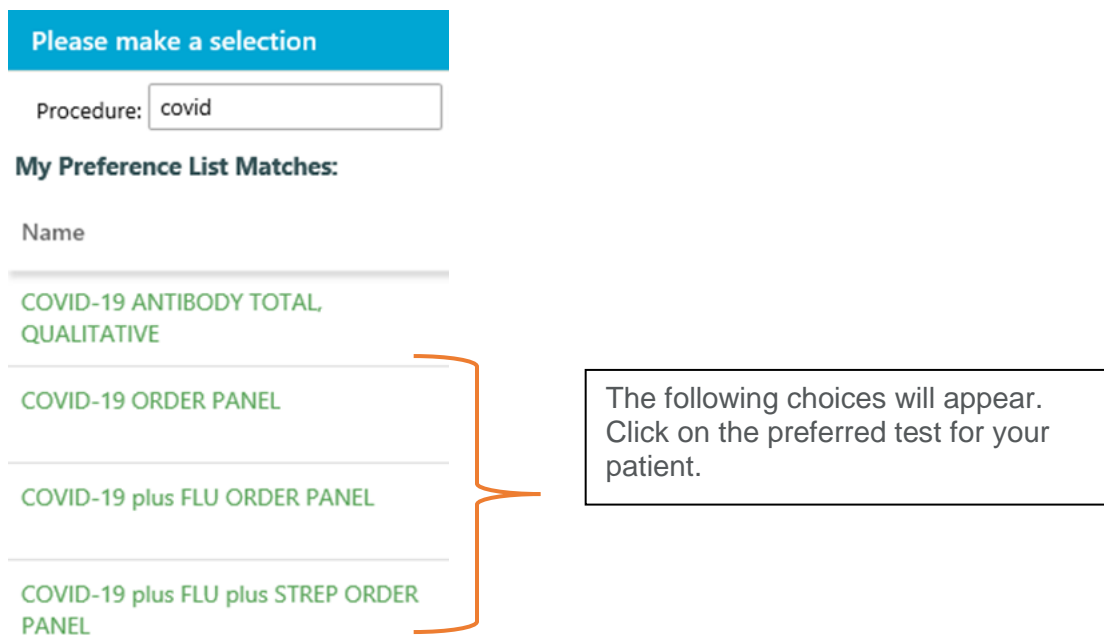
Order Entry

Preference List Dx Association

New procedure: covid x

Unsigned new orders (0)

Type COVID here.



Please make a selection

Procedure: covid

My Preference List Matches:

Name

COVID-19 ANTIBODY TOTAL, QUALITATIVE

COVID-19 ORDER PANEL

COVID-19 plus FLU ORDER PANEL

COVID-19 plus FLU plus STREP ORDER PANEL

The following choices will appear. Click on the preferred test for your patient.



2. Send via your Electronic Medical Record – Send a regular lab order indicating one of the following tests in the comment box or elsewhere on your EMR order form:
  - a. **COVID-19**
  - b. **COVID-19 plus Influenza (flu) or,**
  - c. **COVID-19 plus Influenza (flu) & Strep**
  
3. Send via Fax – The form you use depends on the testing needed, please read carefully. Forms are available as **fillable PDFs** and can be found at <https://www.cincinnatichildrens.org/service/c/clinical-labs/health-professionals/forms>
  - a. For **COVID-19 ONLY** testing, use the NEW **Patient Testing COVID-19** order form and fax to the Clinical Laboratory at **513-636-3918**.
  - b. For **COVID-19 PLUS** testing (COVID-19-plus-Influenza or COVID-19-plus-Influenza & Strep), use the **Clinical Laboratory Order form**. Use the comment box to indicate which test is requested, and fax to 513-636-3918.
  
4. If you do not have access to either form, we will accept an order from a prescription pad. Please be specific about the testing you are ordering and fax to 513-636-3918. Prescription pad orders MUST be signed and dated. Please clearly print the following REQUIRED information: **Patient Name, Gender, DOB, Diagnosis, and patient/family preferred phone number.**

## What happens AFTER I place an order? What should families expect?

**Testing is by appointment ONLY!** Once the order has been placed:

- Instruct families to **allow 2-3 hours** before calling to schedule to ensure adequate time for orders to be processed in the system. Families should call the CCHMC COVID Scheduling Center **513-517-2670** to schedule their appointment.
- When families call the COVID Scheduling Center, they can arrange an appointment at the location and time that is most convenient for them. Weekly testing location/schedules can be found [here](#).
- **COVID Scheduling Center hours are 7:30a-5:00p Monday-Friday and Saturdays 9:00a-1:00p.** Orders placed at/after hours will be handled the following business day.

## Can families get their results directly from Children's?

Yes! If patients have access to MyChart, they can see their COVID test results in the MyChart system. If they do NOT have a MyChart account they can set one up by visiting [www.cincinnatichildrens.org/mychart](http://www.cincinnatichildrens.org/mychart). **Please note it may take 7-10 days to activate a MyChart account for teenagers due to permission authorizations.** Test results may not flow into the system if the MyChart account is not set up at least week before testing.

## Are there other additional considerations I should know?

- If you have concerns about **behavioral issues** for a patient, please call the Behavior Safety Team **513-803-1085** (between 8a-5p) or send email to [Michael.schweer@cchmc.org](mailto:Michael.schweer@cchmc.org). We would like to create an environment that creates the least amount of stress for families and patients.
- Patients who are unable to travel to testing sites may be eligible for **in-home testing** through **CCHMC Home Care Services**. Patients **do not** have to be current Home Care Patients but must live within 55 miles of CCHMC in Ohio or Kentucky. This option is available Monday-Friday. Call (513)636-HOME Option #9 to speak to a Resource Nurse for more information.



## Questions? Contact your Physician Liaison

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