

# Frequently Asked Questions (FAQ) for COVID-19 Testing

**Q: Do I need a doctor's order to get tested for COVID-19?**

A: Yes, the State of Hawai'i requires all lab tests including COVID-19 to be ordered by a licensed healthcare provider.

**Q: How much does it cost for SARS-CoV-2 molecular (COVID-19) testing?**

A: \$125.00

**Q: What if I do not have an order but need to get tested for travel requirements?**

A: For travel purposes, we have partnered with Hawaii Pacific Health (HPH), to offer a Pre-Travel Screening Service. HPH will provide the doctor's order and follow up with you as necessary for positive results; CLH will provide the COVID-19 test. Cost for this program is \$150.00, payable by cash or credit card at the time of service. Simply visit [www.clinicallabs.com/travel](http://www.clinicallabs.com/travel) to learn more. \*Please be sure to check the travel requirements for the location you will be visiting to ensure compliance.

**Q: Does my insurance cover COVID testing?**

A: Please contact your insurance company for coverage questions.

**Q: My doctor ordered a COVID nasal test for me. Where can I go to get tested?**

**A: Feeling Well COVID Test:**

If you require a "feeling well" COVID-19 test for travel, pre-op or return to work/school, you can make an appointment online at designated Clinical Labs of Hawaii (CLH) locations via our website: <https://www.clinicallabs.com/clh>

**Sick or Exposed COVID Test:**

If you are feeling sick or have been exposed to COVID-19, you will need to consult with your healthcare provider or contact the nearest urgent care clinic near you. On Oahu and Kauai, you also have the option to make an appointment online at a Hawaii Pacific Health (HPH) location [www.clinicallabs.com/hph](http://www.clinicallabs.com/hph) or scan the QR code.



**Q: Do I need an appointment? Can I just walk in?**

A: For the health and safety of all, CLH has implemented strict safety procedures and social distancing guidelines. At CLH collection locations, appointments are strongly encouraged. Those with appointments will have priority over walk-ins. At HPH collection locations, appointments are required with a valid confirmation number.

**Q: How do I cancel or change my appointment?**

A: To cancel an appointment, click on the "Cancel Appointment" link in your appointment confirmation email or text message. Hit the "I wish to cancel my appointment" button. Click OK on the confirmation pop-up. You may now book a new appointment.

**Q: I am trying to schedule an appointment online and the site is saying it is not available. What do I do?**

A: If the time slot you select is shaded, that appointment is not available. Please choose the next available time slot.

**Q: I would like to schedule all of my future appointments online, how can I do this?**

A: Our online appointment scheduler allows you to book an appointment up to one month in advance. We suggest that you visit our website as the date gets closer.

**Q: How can I get a copy of my results?**

A: Visit [www.clinicallabs.com/patient](http://www.clinicallabs.com/patient) to register for a CLH Patient Portal account for online access to your results. If this is your first time visiting Clinical Labs of Hawaii, please wait 24 hours after specimen collection before setting up an account as your order information must be in our system. Please know that your information, e.g. first and last name, DOB, gender, phone number and address for your portal account must be an exact match of the information on your test order. (i.e. if your order is for Thomas Aloha but you create an account as Tom Aloha, your results will not be displayed). If you need assistance with your portal account, please contact the Portal Help Desk at 808-679-4222 during normal business hours. CLH cannot release verbal results to patients over the phone. If urgent, please contact your ordering provider for results.

**Q: How long will it take for the COVID test to be completed?**

A: Normal turn-around-time for results is 24-72 hours from collection for locally performed testing. It is best to plan accordingly as result times can vary based on demand. Refunds will not be provided for delays or the inability to access results. We recommend that you contact our Client Service department in advance for support at (808)677-7998 or [client.service@hawaiilabs.com](mailto:client.service@hawaiilabs.com). Hours are posted on our website.

**Q: What is the difference between the COVID swab molecular test and COVID IgG blood test?**

A: The COVID molecular swab test is testing for the virus itself. The molecular or Nucleic Acid Amplification Test (NAAT) is the test required for travel clearance. The COVID IgG is a blood test looking for antibodies to the COVID virus which develop after exposure.

**Q: What is the cost of COVID IgG test?**

A: \$40.00

**Q: I am traveling from Hawaii to another country and need a COVID test. What do I do?**

A: We strongly recommend that you visit the country's government website to review all travel requirements. Each country has their own set of rules on timing, collection source, and type of COVID test. Most countries will allow NASAL collections for COVID testing. If you are flying to a country that requires a special NASOPHARYNGEAL (NP) collection, please contact us at [client.service@hawaiilabs.com](mailto:client.service@hawaiilabs.com) to coordinate. Upon arrival at the collection site, please let the lab know that you are travelling to an international destination as well so we can run the appropriate test.

Please call the CLH COVID information line at 808-679-4132 for additional recorded information.

# SARS-CoV-2 (COVID-19) Travel Testing

## What You Need to Know Before You Go

Clinical Labs of Hawaii (CLH) is approved by the United States Government, certified by the Centers for Medicare and Medicaid Services (CMS) and accredited by the Clinical Laboratories Improvement Amendments (CLIA) for the purpose of performing laboratory examinations and procedures to include testing for SARS-CoV-2 (COVID-19).

We perform nucleic acid amplification testing (NAAT) required for travel but in order to be certain that your travel destination requirements are met, [we strongly recommend that you visit the official COVID travel requirement website for the location you are visiting.](#)

### What you need to know before you go:

- **What are the COVID testing requirements stated on their website?** (i.e. some international countries specifically require PCR tests while others only specify NAAT, Nucleic Acid Amplification Test)
- **What are the time requirements for testing?** (i.e. how many hours prior to departure or arrival do you need to be tested?)
- **What are the specific sample requirements for testing?** (i.e. does it specifically say “nasopharyngeal (NP)” or “nasal”?) Please contact us if the sample requirement is nasopharyngeal (NP) via email at [client.service@hawaiilabs.com](mailto:client.service@hawaiilabs.com).
- **What are the requirements for getting the results approved by the destination?** (i.e. some international countries require a government form to be submitted prior to arriving while others require you to print or upload) Plan in advance to have your results available.
- **How do I get tested?** Please make an appointment at one of our many collection locations for your COVID test at [www.clinicallabs.com/covid](http://www.clinicallabs.com/covid).
- **How do I receive my results?** Register for the myClinicallabs Patient Portal at [www.clinicallabs.com/patient](http://www.clinicallabs.com/patient). If this is your first time visiting CLH, please wait 24 hours after specimen collection before setting up an account, as your order information must be in our system. Please know that your information, e.g. first and last name, DOB, gender, phone number and address for your portal account must be an exact match of the information on your test order. (i.e. if your order is for Thomas Aloha but you create an account as Tom Aloha, your results will not be displayed). If you need assistance with your portal account, please contact the Portal Help Desk at 808-679-4222 during normal business hours.

Please know that results are normally available within 24-72 hours. Refunds will not be provided for delays or the inability to access results. We recommend that you contact us in advance for assistance at 808-677-7998 or via email at [client.service@hawaiilabs.com](mailto:client.service@hawaiilabs.com). Please visit [www.clinicallabs.com](http://www.clinicallabs.com) for information and service hours.