

FAQ's for COVID-19 TESTING

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

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

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

A: For travel and return to work (RTW) purposes, we have partnered with Hawaii Pacific Health (HPH), to offer a Pre-Travel/RTW Screening Program. 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 \$120.00 if collected at a CLH location (\$150.00 at an HPH location), payable by cash or credit card at the time of service. Simply visit 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: How much does it cost for COVID-19 (molecular NAAT) testing?

A: \$120.00 if collected and payment made at CLH locations (\$165 for Rapid 1-hour testing at select CLH locations).

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 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 at a Hawaii Pacific Health (HPH) location www.clinicallabs.com/hph.

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 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. One appointment per person.

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 or choose a different location.

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 60 days 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: Provide a valid email address on your test order form to receive a notification that your results are ready or you can visit www.clinicallabs.com/patient to request an email notification when the COVID-19 test result is ready for view. Please wait 24 hours after specimen collection before requesting COVID Results to Patient (RTP) notifications as your order information must be in our system. Please know the patient information you provide, *first and last name, DOB, address, phone number, and specimen collection details must be an exact match of the information on your test order (i.e. if your order is for Thomas Aloha but you specify Tom Aloha as the patient name, results may not be accessible.)* If you need assistance with accessing results, 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 Services Department in advance for support at 808-677-7998 or client.service@hawaiilabs.com. Hours are posted on our website.

FAQ's for COVID-19 TESTING for TRAVEL

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

A: We strongly recommend that you visit the country's official 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 via email at client.services@hawaiilabs.com to coordinate. Upon arrival at the collection site, please let the lab know that you are travelling to an international destination (excluding Canada) as well so we can run the appropriate test.

Q: I am flying to Canada. Do the tests you perform qualify for Canada's COVID-19 travel requirements?

A: Yes. Clinical Labs of Hawaii performs both PCR and NAAT testing which are both accepted for Canada. For a complete list of Canada's approved tests visit <https://travel.gc.ca/travel-covid/travel-restrictions/covid-vaccinated-travellers-entering-canada>.



Scan code to view travel and testing info

Q: How long will it take to get my results?

A: All routine tests are run on Oahu. If you are on the neighbor island, turn-around time is 24-72 hours but is dependent on cargo flight times especially over the weekend. We suggest booking your appointment as early as possible at a Clinical Labs of Hawaii location so your specimen will make the daily flight to Oahu. If your collection is on Oahu, turn-around time is within 24-48 hours.

Q: What if I need my results in 24 hours or less?

A: We have an expedited special handling process. The fee for this is \$50 per test. If interested, please call our Client Services Department at 808-677-7998.

Q: I received the email notification and was able to access results via the link provided at the hotel but I am unable to access it at the airport. Why is this happening?

A: It is possible that local Wi-Fi was utilized at the hotel, but not at the airport. Some international data plans use an IP address that may be blocked. It is recommended to print or save the pdf into a personal file that can be accessed without internet prior to going to the airport.

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).