



Frequently Asked Questions for COVID-19 Testing for Patients

Dear Patient,

Your health and safety is our top priority. We are working together with the Hawaii State Department of Health, our hospital partners, and your healthcare provider to provide you with the best care possible. Below are some frequently asked questions for COVID-19 testing. If we have not addressed your question in this letter, please contact our Client Services Department at 808-677-7998 (on Oahu) or 866-281-6816 (toll-free from the neighbor islands).

1. What is COVID-19?

COVID-19 is the abbreviation for Corona Virus Disease 2019. It is caused by a new form of the SARS-CoV-2 virus that has now been detected in multiple locations around the world. It can cause mild to severe respiratory illness with fever, cough, and difficulty breathing. Refer to the State of Hawaii Department of Health website for the most up to date information: <https://health.hawaii.gov/docd/advisories/novel-coronavirus-2019/>

2. Does Clinical Labs of Hawaii (CLH) offer COVID-19 testing?

Yes, CLH offers testing locally and via our reference laboratory on the mainland. A nasopharyngeal and/or an oropharyngeal swab is collected by your physician or healthcare provider and the specimen(s) are sent to us. CLH does not collect specimens.

3. Can I go to any Clinical Labs of Hawaii (CLH) location to get tested for COVID-19?

No. CLH does not collect specimens. COVID-19 testing requires specimens from deep in the nostril and/or throat which must be collected by a healthcare provider. Please contact your healthcare provider or an urgent care clinic to get tested.

4. Can I get tested for COVID-19 if I don't feel sick or if I just want to know if I was exposed?

Please contact your healthcare provider. They will ask you a series of questions to determine if testing is necessary.

5. My healthcare provider just collected my specimen, when will he/she receive my results?

Depending on where the test is performed, results may take anywhere from one to five days to result on average. Once resulted, the healthcare provider will contact you. You can also access your results via our CLH Patient Portal: myClinicalLabs.com. Please go to our website at www.clinicallabs.com for instructions on how to sign up.

6. Can I receive my COVID-19 test results directly from Clinical Labs of Hawaii (CLH)?

Yes. As mentioned in question 5 above, you can access lab results via our CLH Patient Portal: myClinicalLabs.com. It's fast and easy. Visit our website at www.clinicallabs.com for more details.

7. Do I need to self-quarantine until I hear back from my healthcare provider?

Please contact your healthcare provider. They can provide you with after-care instructions from your visit.

8. I have insurance, what is the price of the COVID-19 test and what is my out-of-pocket responsibility?

Each insurance carrier has been working with Clinical Labs of Hawaii (CLH) to ensure that the financial impact to patients is minimized. Some have chosen to waive patient deductibles and/or co-payments. To determine your financial responsibility, please contact your health insurance carrier for details.

9. I do not have insurance; can I still get the test done and how much will it cost me?

The cost of the SARS Co-V-2 (COVID-19) test is currently \$130. Should the government offer any assistance to un-insured patients, we will seek assistance from them.

10. I need to get my blood drawn at Clinical Labs of Hawaii (CLH), what measures is CLH taking to ensure my safety from COVID-19?

As a healthcare company, we have strict safety procedures in place to protect our patients and employees from coming in contact with infectious diseases—including COVID-19. In addition to our normal healthcare facility cleaning by professional janitorial services, CLH has increased the frequency of disinfection of all "contact surfaces" of our facilities. If you have any questions or concerns, please contact our client services department at 808-677-7998 (on Oahu) or 866-281-6816 (toll-free from the neighbor islands).

11. I need to have my blood drawn but I am not feeling well, can I go to Clinical Labs of Hawaii?

If you are experiencing a cough, fever or shortness of breath, CLH will not be able to perform your blood draw. Our patient service center locations are not equipped with isolation rooms to prevent exposure. Our priority is your health and safety, as well as our other patients and staff. Please contact your healthcare provider for guidance to determine where you should go and whether the blood draw is required at this time.

Thank you for choosing Clinical Labs of Hawaii.