Book an Appointment Online

Keeping Hawai‘i Safe and Healthy with Appointment Scheduling Online!

Please know that online appointments are available at select locations only.

Step 1
Visit www.clinicallabs.com/appointments or scan the QR code

Step 2
Click on “Schedule an Appointment”

Step 3
Find your Location

Step 4
Select your desired service:
- Routine Labs
- COVID 19 Nasopharyngeal Swab (Sick or Exposed to COVID-19)
- COVID-19 Nasal Swab Screening (Feeling Well)
A drop down menu of services available will appear for each location. If a specific service is not listed, it is not available at that location.

Step 5
Select your desired appointment date and time, click “Next”

Step 6
Enter your Personal Information, click “Next”
Appointment confirmation details will appear and be sent to the email address provided and texted if the phone number is verified.

Please call the CLH COVID Information Line at 808-679-4132 for recorded information.

On the Day of Your Appointment

Please arrive prior to your scheduled appointment time with the following:
- Appointment confirmation number
- Valid Identification
- Insurance Information (if applicable)
- Test order from a licensed healthcare provider in the State of Hawai‘i.

All laboratory test results will be provided to the ordering provider. Clinical Labs of Hawaii (CLH) cannot provide verbal results to patients over the phone. For information or online access to your results via CLH's Patient Portal please visit www.clinicallabs.com.

For the safety and health of all, Clinical Labs of Hawaii has adopted strict guidelines for disinfection and social distancing. Thank you in advance for your support and understanding.

For assistance with scheduling an appointment, please contact our Call Center at 1-833-920-2559 (toll free).
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: My doctor ordered a COVID nasal test for me. Where can I go to get tested?
A: If you have not been exposed or do not have any symptoms, and need the test for travel, pre-op or return to work/school screening, you can make an appointment online at designated Clinical Labs of Hawaii (CLH) locations via our website: www.clinicallabs.com/clh.

If you are feeling sick or have been exposed to COVID-19 and live on Maui or Hawai‘i Island, you will need to consult with your healthcare provider or contact the nearest urgent care clinic near you.

If you are feeling sick or have been exposed to COVID-19 and live on Oahu or Kaua‘i, you can make an appointment online at a Hawaii Pacific Health (HPH) location www.clinicallabs.com/hph or scan the QR code.

Q: Does my insurance cover COVID testing?
A: Please contact your insurance company for coverage questions.

Q: Why 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 change an appointment simply book a new appointment and submit a cancellation request for your original appointment. To cancel an appointment: Visit the appointment support page at www.clinicallabs.com/apptsupport and complete the form input fields. Type the message “Please cancel” followed by the patient name, date, time and appointment confirmation number. Click the “Submit” button.

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: Can I have my COVID results sent to me?
A: Yes, if your provider has indicated “copy to patient” on the lab order, a copy will be mailed to you. CLH cannot release verbal results to patients over the phone. You will need to contact your physician for results. To view your results online via CLH’s Patient Portal, you can register for our Patient Portal in person at a CLH location or you may find information about signing up for online access by visiting www.clinicallabs.com.

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. In the event that we need to send to the mainland for testing, results may take 3-5 days.

Q: What is the difference between the COVID swab test and COVID IgG test?
A: The COVID swab test is testing for the virus itself. The COVID IgG is a blood test looking for antibodies to the COVID virus which develop after exposure.

Q: How much does it cost for the molecular (PCR) COVID testing?
A: $130.00

Q: What is the cost of COVID IgG test?
A: $43.00

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