



## 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 types of COVID tests do you offer?**

A: We perform two types of COVID tests:

- 1) Molecular (NAAT or PCR)
- 2) Antigen

We strongly recommend that you check your COVID test requirements prior to making an appointment as some countries, hospitals, schools, facilities, events, etc. have specific criteria.

**Q: What is the difference between a COVID-19 antigen test and a molecular (NAAT/PCR) test?**

A: The COVID-19 antigen test and the COVID-19 molecular (NAAT/PCR) test both detect the virus that causes COVID-19 but identifies different parts of the virus.

The antigen test detects a protein of the virus, which is found on the outside of the virus particle.

The molecular test detects nucleic acid of the virus, which is found on the inside of the virus particle.

Due to the properties of these tests, antigen testing is usually faster but less sensitive. Molecular testing usually takes longer but is more sensitive.

**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 NAAT/PCR test. Cost for this program is \$110.00 if collected at a CLH location (\$150.00 at an HPH location), payable by cash or credit card at the time of service. Other options include 1-Hour Molecular NAAT and antigen testing at select CLH locations. 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 or testing requirements of the facility to ensure compliance. NOTE: If you have Medicare PART B, your COVID-19 test may be covered. In order to bill Medicare, you will need to have a doctor's order with a valid diagnosis code. Medicare will not allow CLH to provide the diagnosis code for our Travel/Return to Work COVID Screening Program.

**Q: How much does it cost for COVID-19 testing?**

A: NAAT/PCR testing: \$110.00 if collected and payment made at CLH locations (\$165 for Rapid 1-hour testing at select CLH locations, \$150 if collected at a Hawaii Pacific Health (HPH) location.)  
Antigen Testing: \$65.00 if collected and payment made at select CLH locations

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

A: Please contact your insurance company for coverage questions. If you have Medicare PART B, your COVID-19 test may be covered. A doctor's order with a valid diagnosis code is required.

**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 (**due to non-exposure**), 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 go to the nearest urgent care clinic.

**Q: What does being "Sick or Exposed" mean?**

A: If you are experiencing cough, fever, shortness of breath OR have been possibly exposed to a COVID-19-positive person, you are considered sick or exposed. For the health and safety of all of our patients, we will not be able to service you at our CLH locations. Please contact your healthcare provider or go to the nearest urgent care clinic.

**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.





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**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](http://www.clinicallabs.com/patient) to request an email notification when the COVID-19 test result is ready to 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.)** Once you receive your result, we highly recommend that you download your report and/or take a screen-shot and save it to your phone for easy access. Please note that in order to access the CLH system, you must be logged in using a United States Wi-Fi network or IP address. For security reasons, international connections to CLH will not be able to access lab test results. If you need assistance with accessing results, please contact the Portal Help Desk at 808-679-4222 (Mon-Fri 8am to 4pm; weekends 9am to 12pm, hours are subject to change). CLH cannot release verbal results to patients over the phone. If urgent, 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:

Molecular NAAT results is 24-72 hours\*

Antigen results is 90 minutes

\*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](mailto:client.service@hawaiilabs.com). Hours are posted on our website.





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**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 official government website to review all travel requirements. Each country has their own set of rules on timing, collection source (nasal vs. nasopharyngeal), and type of COVID test. Please know that CLH locations only perform NASAL collections.



Scan code to view travel and testing info

**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. We also perform antigen testing at select CLH collection sites. For a list of these sites, please visit our website at [www.clinicallabs.com/covid](http://www.clinicallabs.com/covid). For a complete list of Canada's approved tests visit <https://travel.gc.ca/travel-covid/travel-restrictions/covid-vaccinated-travellers-entering-canada>.

**Q: I am flying to Japan and require a travel certificate. Do the tests you perform qualify for Japan's COVID-19 travel requirements?**

A: Yes. Clinical Labs of Hawaii performs NAAT (PCR, NEAR, and TMA) testing which are all accepted for Japan. If you require the completion of the Certificate of Testing for COVID-19, this service is available at our designated location on Oahu at Aiea Heights. At this location, testing is available within 1 hour at \$165. Price includes the completion of the certificate. Please notify us upon check-in.

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

A: All routine molecular NAAT/PCR tests are run on Oahu. If you are on a 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 within 24 hours?**

A: We have an expedited special handling process for molecular NAAT/PCR tests. The fee for this is \$50 per test. If interested, please call our Client Services Department at 808-677-7998. We also offer antigen and 1-Hour molecular NAAT tests at select CLH locations.

**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. Once you receive your result, we highly recommend that you download your report and/or take a screen-shot and save it to your phone for easy access. Please note that in order to access the CLH system, you must be logged in using a United States Wi-Fi network or IP address. For security reasons, international connections to CLH will not be able to access lab test results.

Clinical Labs of Hawaii (CLH) is approved by the United States Government and accredited by the Clinical Laboratories Improvement Amendments (CLIA) and College of American Pathologists (CAP) for the purpose of performing laboratory examinations and procedures to include testing for SARS-CoV-2 (COVID-19).