North East Medical Services (NEMS) is providing COVID-19 testing to symptomatic patients that have a testing order from a NEMS provider. The COVID-19 test may be conducted in a special exam room inside one of our clinics or through drive-thru testing.

What is the COVID-19 Test?
NEMS conducts two types of COVID-19 tests:
- **Swab testing**: this test is conducted by swabbing the inside of your nose or mouth and is used to detect the virus’s RNA in your body
- **Finger-prick blood testing**: this test detects elevated SARS-CoV-2 antibodies in your blood

How long will it take to get my results and how will I be informed?
The turnaround time for COVID-19 test results is about 3 to 7 days, but may be longer due to lab capacity. The NEMS provider who ordered your COVID-19 test will call you with the results as soon as they are available.

Will my insurance cover the test?
Most insurances will cover the COVID-19 test. If you have a commercial plan, your deductible, out-of-pocket, and any copayments may apply. If you have Medicare or Medi-Cal, your insurance will cover the full cost of the test. For individuals without insurance or plans that don’t cover COVID-19 testing and test related services, NEMS offers a sliding fee discount program.

If you do not have insurance or if your insurance plan doesn’t cover COVID-19 diagnostic testing and related services, you may qualify for Medi-Cal’s COVID-19 Presumptive Eligibility Program. This program covers COVID-19 diagnostic testing and testing-related services at no cost. In order to enroll you must call NEMS Member Services at 415-391-9686 ext. 8160 or 650-550-3923 ext. 8160 or 408-573-9686 ext. 8160.

What should I do while I wait for the results of my test?
After being tested for COVID-19, please follow the guidelines below. These recommendations will help keep you and your family safe while you await your results.
- **Self-quarantine in your home**, don’t leave the house without consulting your doctor. If your doctor orders a medication for you, have a household member or friend pick-up the medication for you.
- **If you live with others**, self-isolate to a private room and use a private bathroom if possible.
- **Cover your mouth and nose with a tissue** when you cough or sneeze.
- **If you must enter shared living areas**, wear a face covering and continue to practice proper handwashing techniques.
- **Avoid sharing personal household or hygiene items**.
- **Clean all “high-touch” surfaces in your home**.
What should I do if my symptoms worsen?
If you develop additional symptoms or if your symptoms worsen, notify your primary care provider. In the case of an emergency, call 911 and also let them know you are waiting for the results of a COVID-19 test. Emergency warning signs may include:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

*This list is not all inclusive. Please consult your medical provider, or 911 in the case of an emergency, for any other symptoms that are severe or concerning. NEMS clinics can be reached at 415-391-9686 or 650-550-3923 or 408-573-9686.

What if my COVID-19 test is positive?
If your test result is positive for COVID-19, a healthcare provider will evaluate whether you can be cared for at home or whether you should be treated in the hospital. In order to prevent the transmission of the virus to others, it’s important to stay home and self-isolate (continue to refer to guidelines above in “What should I do while I wait for the results of my test?”).

While most infected persons make a full recovery from COVID-19, it is still important to follow the guidelines outlined below:

- There is no specific medicine to treat COVID-19 so it is important to get plenty of rest, drink plenty of fluids and use acetaminophen/ibuprofen to reduce fever.
- Monitor your symptoms, especially if you are over 60, have chronic conditions such as lung disease, heart disease or diabetes, have a weakened immune system and/or are pregnant.
- If your symptoms get worse such as difficulty breathing, call your doctor immediately. If it is an emergency, call 911. In both instances tell them you have been diagnosed with COVID-19.
- You can stop self-isolation after it has been:
  - At least 7 days from the start of your symptoms -AND-
  - You have been fever-free for 72 hours without taking fever-reducing medications such as Tylenol, Advil, or Aleve -AND-
  - Your other symptoms have improved.
- However, if you still have a cough, please continue to wear a mask or face covering when in contact with others.
- People who live with you should also self-quarantine for 14 days and isolate themselves from one another.

What if my COVID-19 test is negative?
If your test result is negative for COVID-19 it does not mean you are immune to COVID-19. If you are exposed to infected persons, you could still contract the virus. It is important that you continue to stay at home, frequently wash your hands, and practice social distancing.

Should my household member(s) get tested for COVID-19?
If your household members would like to be tested as well, they can call to schedule an appointment with a NEMS provider, who will determine if they meet the testing criteria. Call NEMS at 415-391-9686 or 650-550-3923 or 408-573-9686 to find the nearest testing location.