

## Frequently Asked Questions - Outpatient Testing for COVID 19

(1.5.2022) Updates in red

### How is Children's prioritizing testing?

SYMPTOMATIC patients are our main priority for testing. We are testing asymptomatic patients prior to dental procedures that have a high likelihood of generating aerosols. Asymptomatic/Exposed patients can also be tested but timing and necessity of the test should be considered prior to ordering (see TESTING ALGORITHM dated 7/29/21 [HERE](#)).

As of 9.21.2020 testing is available for 'COVID-plus-Influenza' (one swab), and 'COVID-plus-Influenza & Strep' (2 swabs) and 'COVID-plus-Strep' (2 swabs). [Ordering details are on page 2](#)

### What about testing Asymptomatic patients who need 'proof-of-negative-result' for recreational needs like concerts or air travel?

Patients who need proof of negative COVID result (screening tests) for recreational needs (concerts, air travel, etc) are best served using readily available testing at local drug stores in their community. During high demand, Children's will prioritize *symptomatic* patient testing over asymptomatic screen/testing. Your help in directing patients appropriately is appreciated!

Neighboring states have options available to meet the 'proof of negative' testing needs:

OH - <https://coronavirus.ohio.gov/wps/portal/gov/covid-19/dashboards/other-resources/testing-ch-centers>

KY - <https://govstatus.egov.com/ky-covid-testing> or, <https://gravitydiagnostics.com/>

IN - <https://www.coronavirus.in.gov/2524.htm>

### Can I collect patient samples in my practice?

Yes! Children's can supply offices with swab kits if you would like to collect patient samples in your practice. To order swab kits and discuss courier service, email Emily Kimball at [Emily.kimball@cchmc.org](mailto:Emily.kimball@cchmc.org). Ambient swabs are stable for 24 hours and specimens will be processed at Children's. NP swabbing guidelines are available [HERE](#). **Please note:** *Lab orders should be sent with the specimen. **Do not send an order electronically (or via fax) when testing in your office.***

### What TYPE of testing is Children's using?

Cincinnati Children's Clinical Laboratory uses 2 different molecular amplification methods (PCR and ID NOW). Both have suitable sensitivity of a molecular amplification test. We do NOT perform antigen testing for COVID 19.

### What turnaround time can be expected when using Children's testing?

Turnaround time for results is currently **24-48 hours from the time the lab receives the specimen**. Results will be sent through the same route used to communicate other routine lab tests you get currently. Turnaround time is impacted by current volumes. Turnaround time forecast is outlined in the Weekly Update email [HERE](#).

## When/where will the testing appointments be available?

Appointments are available 6-7 days/week at various Neighborhood locations. The COVID Scheduling Center will work with families to determine the most convenient time and place for testing. Weekly test schedules can be found [HERE](#). **Patients should NOT seek testing from the Emergency Dept or Urgent Care sites.**

## Is walk-in testing available?

Walk in testing is available under specific circumstances, such as **Pre-procedural testing** for patients who are asymptomatic and non-exposed. Walk-in patients **MUST** have an order in place. Exposed patients (even if asymptomatic) should be 'presumed positive' and should use the scheduled appointment process so that our waiting areas remain *safe* for all patients.

**How do I place an order for the COVID testing?** Effective 9.21.2020, COVID testing options expanded to include 'COVID-plus-Influenza' (one swab), 'COVID-plus Strep' (2 swabs) and 'COVID-plus-Influenza & Strep' (2 swabs).

There are **4 ways to order/schedule** COVID-19 testing appointments.

1. Order via Epic Link – If you have Epic Link access, you can order testing using **Order Entry** functionality. Start in a patient chart. Click **Order Entry** from the toolbar. Search for 'COVID' and the available test options will populate as outlined below.

Contact your Physician Liaison (details at the bottom of this FAQ) for more information about using Epic Link or its functionality.



The screenshot shows the 'Order Entry' section of the Epic interface. It includes a 'Preference List' and a 'Dx Association' link. Below these, the 'New procedure:' field contains the text 'covid'. A green arrow points from a text box labeled 'Type COVID here.' to the search input field. At the bottom, it says 'Unsigned new orders (0)'.

Please make a selection

Procedure:

My Preference List Matches:

Name	Type
COVID-19 IgG Qual w/ Reflex to Quant- This test can be used for determining quant levels of IgG. Results will be reported with a titer if positive.	Lab
COVID-19 Total Antibody Qualitative- This test detects IgM and/or IgG. This test would be appropriate for low pre-test probability scenarios.	Lab
COVID-19 ORDER PANEL	
COVID-19 plus FLU ORDER PANEL	
COVID-19 plus FLU plus STREP ORDER PANEL	
COVID-19 plus STREP ORDER PANEL	
Comprehensive COVID-19 AB Panel- Qualitative IgM, IgA, and IgG, the latter with reflex to quantitation. A result for each isotype will be reported.	Lab

The following choices will appear. Click on the preferred test for your patient.

**Do NOT change default settings** (example below). It will cause your COVID order to be routed incorrectly. The only way to fix the routing error will be to re-enter the order.

#### AMB REQ FOR COVID TESTING

Comment:

Status: ☐ Normal ☐ Standing ☒ Future

Expected Date:

Expires:

2. Order via your Electronic Medical Record – Send a regular lab order indicating one of the following tests in the comment box or elsewhere on your EMR order form:
  - a. **COVID-19**
  - b. **COVID-19 plus Influenza (flu),**
  - c. **COVID-19 plus Strep, or**
  - d. **COVID-19 plus Influenza (flu) & Strep**
3. Order via Fax – The form you use depends on the testing needed, please read carefully. Forms are available **as fillable PDFs** and can be found at <https://www.cincinnatichildrens.org/service/c/clinical-labs/health-professionals/forms>
  - a. For COVID-19 **ONLY** testing, use the NEW **Patient Testing COVID-19 order form** and fax to the Clinical Laboratory at **513-636-3918**.

- b. For COVID-19 PLUS testing (COVID-19-plus-Influenza, COVID-19-plus-Strep, or COVID-19-plus-Influenza & Strep), use the **Clinical Laboratory Order form**. Use the comment box to indicate which test is requested, and fax to 513-636-3918.
4. If you do not have access to either form, we will accept an order from a prescription pad. Please be specific about the testing you are ordering and fax to 513-636-3918. Prescription pad orders **MUST** be **signed** and **dated**. Please clearly print the following REQUIRED information: **Patient Name, Gender, DOB, Diagnosis, and patient/family preferred phone number.**

**Is Antibody testing available?** Yes, Children's offers antibody testing that can be ordered as

outlined above. HOWEVER, **Antibody testing is NOT available as a drive-up service.**

Asymptomatic/non-exposed patients can use walk-in access at any Test Referral Center (TRC) site as they would for routine bloodwork. An appointment is NOT necessary, but **an order is required.**

### **What happens AFTER I place a COVID order? What should families expect?**

Once the order has been placed:

- **Orders placed electronically** (faxed or from EMR): Instruct families to **allow 2-3 hours before calling to schedule to ensure adequate time for orders to be processed in the system.** Families should call the CCHMC COVID Scheduling Center **513-517-2670** to schedule their appointment.
- **Order placed within Epic Link:** Instruct families to allow a few minutes before calling to schedule. Families should call the CCHMC COVID Scheduling Center **513-517-2670** to schedule their appointment.
- Online scheduling is available at <https://mychart.cincinnatichildrens.org> (a MyChart account is not required).
- Weekly testing location/schedules can be found [HERE](#).
- **COVID Scheduling Center hours are 7:30a-5:00p Monday-Friday and Saturdays 9:00a-1:00p.** Orders placed at/after hours will be handled the following business day. **Mondays tend to be the busiest scheduling day and longer on-hold times may result.**

### **Can families get their results directly from Children's?**

Yes! If patients have access to MyChart, they can see their COVID test results in the MyChart system. If they do NOT have a MyChart account they can set one up by visiting [www.cincinnatichildrens.org/mychart](http://www.cincinnatichildrens.org/mychart). **Please note it may take 7-10 days to activate a MyChart account for teenagers due to permission authorizations.** Test results may not flow into the system if the MyChart account is not set up at least week before testing.

### **Who is responsible for reporting positive results to state or local HD?**

Cincinnati Children's is responsible for reporting positive results to all health agencies.

## What is the cost of testing at CCHMC?

The cost of COVID-only testing is \$56 (CCHMC will NOT be balance billing at this time for self-pay or co-payments.). **Please note:** If a family does not provide insurance information, Children's will not be able to perform their COVID test (does NOT include self-pay).

The cost of **combined testing** (COVID-plus Flu, COVID-plus Strep, COVID-plus Flu & Strep) are additive. It is important to note that the 1 swab COVID-plus Flu uses PCR technology which is more costly, and some patients may have higher out-of-pocket expense compared to ordering a rapid flu (Flu A/B Molecular) test. Patients with Aetna or Cigna insurance will have a higher out-of-pocket expense. The out-of-pocket range that can be expected for a rapid A/B Molecular Flu test is \$14-\$60. The range for PCR Flu test is \$14-\$97

## Are there other additional considerations I should know?

- If you have concerns about **behavioral issues** for a patient, please call the Behavior Safety Team **513-803-1085** (between 8a-5p) or send email to [Michael.schweer@cchmc.org](mailto:Michael.schweer@cchmc.org). We would like to create an environment that creates the least amount of stress for families and patients.
- Patients who are unable to travel to testing sites may be eligible for in-home testing through **CCHMC Home Care Services**. Patients **do not** have to be current Home Care Patients but must live within 55 miles of CCHMC in Ohio or Kentucky. This option is available Monday-Friday. Call (513)636-HOME Option #9 to speak to a Resource Nurse for more information.

## Questions? Contact your Physician Liaison

Lana Akers – [lane.akers@cchmc.org](mailto:lane.akers@cchmc.org) (513) 803-8413  
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