



COVID Testing Frequently asked Questions

1. What is COVID-19?

Severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) is caused by the Corona virus 2019 (COVID-19), a new strain of coronavirus that has not been previously known to infect humans.

For the most up to date information on COVID-19, please visit the CDC general webpage: <https://www.cdc.gov/COVID19>

2. What are the symptoms of COVID?

Individuals with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness.

Symptoms may appear 2-14 days after exposure and include Cough, Shortness of breath or difficulty breathing, Fever, Chills, Muscle aches, Sore throat, loss of taste or smell. Less common symptoms include nausea, vomiting, or diarrhea.

3. What type of COVID Test Kits does New Health offer?

We offer a home spit test that identifies the presence of viral molecules (RNA) in sputum. All kits are self-administered, sealed and shipped by the employee. Chain of command is not required.

4. What is the average turnaround time for test results?

The average reporting time is 24-48 hours upon receiving the kit. All kits are returned shipped overnight by FEDEX. Kits are shipped Monday to Friday.

5. How am I notified of the Results?

Results are checked several times throughout the day by New Health via an internet portal. All positive results are communicated to the employer, employee and appropriate health agency by New Health via email. All negative tests will also be reported to the patient and the employer by New Health by text/call and email.

6. Is the Laboratory testing and storing my DNA?

All sputum samples are biohazards and are disposed of promptly. The laboratory is not authorized to perform any testing other than COVID-19.

7. How can I get a discount on testing?

We understand that the cost of testing is an extra burden to employers and we want to reward companies that order test kits early and keep them on hand. We are offering a 15 percent discount per kit if ordered by September 1st, 2020. Kits ordered before this time can be purchased for \$170. Kits ordered afterwards will pay the regular retail price of \$200.