FAQ: EPIC CARE COVID-19 TESTING

(LAST UPDATE 3/12/2021)

Q: When & where is in-house testing available?

Site	Monday	Tuesday	Wednesday	Thursday	Friday
Antioch	--	2 – 4:00 p.m.	2 – 4:00 p.m.	2 – 4:00 p.m.	--
Pleasant Hill		--	1– 4:00 p.m.	--	1 – 4:00 p.m.
Emeryville		--	1– 3:00 p.m.	--	1 – 3:00 p.m.
Castro Valley	8:30 – 11:30 a.m.	8:30 – 11:30 a.m.	1– 4:00 p.m.	--	1 – 4:00 p.m.

Q: How do I record my time when I get tested?
A: If you are eligible for the FFCRA benefit, any missed work time will be covered under that provision. Once FFCRA coverage is determined by HR, your manager will enter your hours for you under that payroll code. If working, employees will be paid for time spent driving from their regular work site to the testing location.

Q: What are the benefits of in-house testing?
A: Internal testing offers:
- *Easy access*
- *Quicker turnaround times for results*
- *Minimal time (if any) spent locating a test location*
- *Quicker exposure control and containment response to minimize the spread of the virus*

Q: What type of COVID-19 test is administered?
A: A viral test (nucleic acid or antigen) via a nasal swab is administered by a trained Epic Care staff member (*MA, Lab Assistant, LVN, or RN*).

Q: How will results be reported?
A: Test results are available within a few hours. Results are reported directly to the employee, Epic Care's Human Resources, Quality & Compliance Department, and the County Health Department – as required by Federal Law.

Q: Who is eligible for testing in Phase 1?
A: Epic Care Providers & Employees who:
1. Exhibit signs or symptoms of COVID-19; and/or
2. Are asymptomatic with a known or suspected exposure to a COVID-19 case during their infectious period; and/or
3. Have been present at a Site that meet the OSHA and County definition of a COVID-19 outbreak; and/or
4. Have previously tested positive, to determine if they are no longer infectious; and/or
5. Have been advised to seek testing, by the Safety Specialist.

Q: Are employees waiting to be tested paid?
A: Staff who are eligible for FFCRA benefits will have their lost hours covered up to 80 hours under this provision. FFCRA eligibility is determined by HR.

Q: What if an employee refuses to be tested at Epic Care?
A: Employees may obtain testing at a location of their choice; however, we encourage testing through Epic Care for same-day access and quick results. If a team member has any reservations to test internally, we encourage them to ask the questions that matter to them.

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Q: Will we expand testing to patients?
A: As our testing supplies increase, COVID-19 in-house testing will roll-out in a phased approach to other priority groups as follows:

- **Phase 2**: High-risk Employee Positions
- **Phase 3:** Epic Care Patients

Hospitals will continue to test pre-surgical patients.

Q: How is employee medical information protected?
A: Employees who are tested will not need to register or create a patient chart in the EPIC EMR. Additionally, staff conducting testing have been given a customized HIPAA Privacy and Security Training.

Q: Is Epic Care required to perform COVID-19 testing?
A: No, Epic Care is not required to perform testing. However, it is being offered to eligible providers and staff as a convenience and added safety measure.

Q: Who has access to my test results?
A: Regardless of your test results, you will receive an email notification. Results are also reported to Epic Care's Human Resources, Quality & Compliance Department, and the County Health Department – as required by Federal law.

Q: How do I find out my results?
A: An automated email will be delivered to your Epic Care email address once results are available.

Q: Are appointments required?
A: Yes, if you meet the testing eligibility criteria, your appointment will be scheduled and you will be given the site and time of testing information.

Q: I received the COVID-19 vaccine, can I still be considered exposed or symptomatic?
A: Yes. The vaccine does not guarantee full prevention of contracting COVID-19. Furthermore, the CDC does not exempt vaccinated individuals from requiring testing and/or quarantine in the event of an exposure or becoming symptomatic.

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