

## COVID-19 TESTING FAQs (Humber)

correct as at: 8:30 05/05/2020

### 1. Who can be tested?

The following people are eligible to be tested at Regional Testing Centres, Mobile Testing Units or via Home Testing (eligibility for testing undertaken at local hospital-run sites is different):

- all essential workers including NHS and social care workers with symptoms (see the full list of [essential workers](#))
- anyone over 65 with symptoms
- anyone with symptoms whose work cannot be done from home (for example, construction workers, shop workers, emergency plumbers and delivery drivers)
- anyone who has symptoms of coronavirus and lives with any of those identified above (this includes children from the age of 5)

Testing criteria is changing regularly – the latest information will be available on the [Government website](#)

### 2. How can I book a test?

Testing appointments can be booked via the Government's online portal, either directly or through your employer. Further information is [available here](#).

### 3. I'm unable to book a test online. Is there a phone number I can ring?

The Coronavirus Testing Helpdesk-0300 303 2713

### 4. How can NHS staff arrange an appointment to be tested?

NHS staff should talk to their employer who will arrange for a test if they are in the priority group for testing in their trust. NHS Trusts are able to test some of their own staff using their own facilities. Staff should speak to their employer in the first instance rather than using the self-referral portal. Further information is [available here](#).

### 5. When is the best time to be tested?

Guidance from public health is that, in order to reduce the possibility of false negatives, swabbing should normally occur between days 2 and 5 of the patient exhibiting symptoms. Testing is thought to be at its most accurate on days 2-3 of the patient exhibiting symptoms.

### 6. I think I've already had COVID-19 so can I be tested to see if I have developed the antibody?

Tests for immunity are in development and will be rolled out as soon as they have been evaluated.

### 7. Can I now get a test through Boots or Amazon?

The government has announced that Amazon and Royal Mail are helping with logistics for testing, while Boots has been supporting initial trials by supplying volunteer healthcare clinicians as testers. It will continue this support as the testing is rolled out. Testing will not be done at Boots stores and these tests will not be available over the counter or for purchase online from any retailers.

### 8. Can I get a test through NHS 111?

Tests are not being arranged through NHS 111 so please do not call them regarding testing.

**9. How is the result communicated to the person who had the test?**

When they take their test, individuals will be told how to expect the result to be communicated to them. This may be by email or by text, or direct communication from an NHS trust.

**10. How is the result communicated to the employer?**

It is the individual's responsibility to communicate their own, or their household member's, test result to their employer. These are not communicated directly from any testing facility to the employer. It is for the employee to discuss with their employer whether and when they are able to return to work following receipt of a test result.

**11. Will employers be able to choose which national centre they can book key worker into?**

Yes, Employers will have access on a drop-down field to choose most appropriate centre their key worker will attend.

**12. How will an employer know if an employee attended for a test?**

Employer's need to ensure they have a robust system in place to link back in with employee.

**13. What happens if the employee does not have access to the internet?**

Employees should be reporting to the Employer if showing symptoms or confirming reasons for self-isolation. The employer can submit a swabbing appointment, which the employee will receive via a smart phone. OR the DHSC National help Desk can speak to employees and book appointments.

**14. Will the Regional Testing Centre at the Humber Bridge allow for self-testing?**

Yes, this will be a hybrid site which will have different lanes available for assisted testing or self-testing and will clearly be signposted.

**15. Is there a minimum age for swabbing?**

The age range which can be swabbed depends on the particular sort of kit being used. At Regional Testing Centres (e.g. Humber Bridge) and Mobile Testing Units, the minimum age for swabbing is 5 years old. The sites operated by Hull University Teaching Hospitals NHS Trust and Northern Lincolnshire and Goole NHS Foundation Trust can swab children from 2 years old.

**16. What is the eligibility for Home testing kits.**

The eligibility is the same criteria as attendance at the RTC, in that it is available to 5 years old and upwards, must be symptomatic, and tested between 2 to 5 days of symptoms showing.

**17. What happens if person gets delayed attending appointment at RTC, or attends in different vehicle?**

When pt has appointment confirmed, they should receive a QR code. QR codes are recorded at the RTC for the daily attendance, so it is the code which should allow access to the site despite possible problems.

**18. Who runs the regional test centres?**

This programme of testing is being run through the Department of Health and the Office for Life Sciences and their partners. The NHS is not managing the sites, although NHS staff may attend them to be swabbed.