

## ICATT – Surge Site Testing with eTrueNorth

### FREQUENTLY ASKED QUESTIONS

#### Testing Process:

- **Does eTN collect insurance information?**  
No, eTN does not collect insurance at this location. This is an ICATT supported location and of no cost to any individual who wants to be tested.
- **Is there any cost to the participant?**  
The testing is paid for by the Department of Health and Human Services (DHHS). There is no cost to the participant.
- **Is there a diagram or poster that explains people what the process is?**  
The Kick-Off call PowerPoint provides a step-by-step summary of the process. Our process is easy and self-guided; just visit [www.iNeedaCOVID19Test.com](http://www.iNeedaCOVID19Test.com) or click the QR code, click on "register" and follow the simple steps.

The local testing site specifics will show on the platform as soon as all details are confirmed. A link to the site-specific URL and QR code will be provided shortly after Kick-Off call is completed.

- **How does the person get a test or receive their results?**  
Everyone being tested (regardless of age) *MUST* have their own account on the platform. The individual must create an account; complete the questionnaire on the site and register for a test. As soon as test results are available on the platform, the individual will receive an email with instructions to log into the site to view their results.
- **Does the person perform their own nasal swab or does eTN personnel do it?**  
The participant will self-swab their own nasal passages. The eTN staff are there to ensure proper procedure and protocol is followed.
- **Is there a minimum age for a person that wants to be tested?**  
No age limit, parents will need to swab young children.
- **Is there a maximum of number of people in a vehicle that can be tested at one time?**  
No maximum or minimum. Each person will need a unique voucher linked to an email to register and receive the results. Individuals under the age of 18 will need parental consent to register on the site.

#### Participant Support:

- **Are there bilingual staff onsite?**  
eTN can typically provide bilingual staff; we will need to understand language needs during the Kick-Off call.

- **Does eTN provide telephonic support? What about a phone translation service?**  
eTN provides a #800 telephonic support line (1-800-635-8611). Our support line utilizes a professional healthcare interpretation service for virtually any language.
- **Does eTN offer any special accommodations for hearing impaired?**  
The eTN telephonic support line offers TDD/TTY services.
- **What languages does the platform support? Do the vouchers come in various languages?**  
Our platform utilizes the Google Translate language service for the platform itself. The voucher is available in Spanish and English.
- **How will the participant get contacted with the results?**  
They will receive an email prompting them to go to the website to retrieve their result.

### Site Management:

- **What social media accounts should people check for info about the site (especially in the case of inclement weather or prescheduled events at the test site)?**  
eTN does not post any information to social media. The local jurisdictions and DOH is responsible for advertising and notification of closures. If there is a closure due to a prescheduled event; the online scheduler will be configured to prevent appointment availability on that day.
- **Is the site POC able to receive a report with # of scheduled appointments and the breakdown by time so they can anticipate traffic control needs?**  
Yes, eTN can provide an automated report via email with appointment information. The PM can request this report on your behalf.
- **If the site is shut down for a day due to prescheduled events at the testing site or inclement weather, does that count toward the 21 days or would the site be open an extra day?**  
It does count. It's 21 days from the soft launch regardless of how many days per week they test.
- **Is testing first come, first serve or is there a pre-registration process to get an appointment?**  
eTN strongly encourages pre-registration. Participants may register the day of testing; provided appointments are available on the platform. eTN provides a QR code and URL to the local jurisdiction for promotion of registration.
- **What is the latest a person should arrive to the testing site (an hour before close?)**  
To process specimens for shipping to the laboratory, and close on time, we recommend that anyone without an appointment come no later than 20 minutes before closing time.
- **What about people without a vehicle who walk up to the site to get a test?**  
Based on the local jurisdiction decisions and traffic patterns, our staff will accommodate walk ups.