

NEW FAQs – June 24, 2020

1. *Is there a way to get a COVID-19 antibody test?*

From the COVID-19 Response Team:

At this point, we have not recommended testing for COVID antibodies at our clinics. Anyone interested can have their primary care provider order a COVID antibody test to be done through Quest. This will be up to their primary care provider's discretion.

2. *Several patients have called in claiming they'd received a text from AltaMed, stating their COVID-19 lab results are either negative or positive. However, their charts are not showing results in the Results tab or under Media. I am not sure if there is a glitch in the system. I cannot confirm the results for these patients due to lack of documentation. This has caused frustration for the patients. Can the team please assist?*

From the COVID-19 Response Team:

Our new lab, Fulgent, has a very fast turnaround time for results. Once the result is available at the lab, they immediately send a text message or an email to the patient. We will ultimately be getting the test result in our charts as well, but it has to be manually scanned and is not as quick as when the patients receive the results. Believe the patient if they are reporting a lab result they've received, and try to assist them based on that result—provide a scheduled provider visit if they have a positive result, or if they have a negative result and need a return to work note. By the time they have their visit, the result should then be in the chart as well.