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**Public Health**  
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## **COVID-19 Testing Frequently Asked Questions**

**Updated December 30, 2020**

### **How many testing kits are available in Napa County?**

Testing is largely managed by the State, through OptumServe, which has a site(s) that operates in Napa County. This site operates Tuesday-Saturday from 7:00 AM to 7:00 PM. Testing capacity may vary from day to day and dependent on testing location.

There are many other testing options in Napa County. For information on current testing availability, visit:

<https://www.countyofnapa.org/2963/Testing-Locations>

### **How can I get tested for COVID-19?**

There are several options for getting a COVID-19 test in Napa County. To view the most current options, visit:

<https://www.countyofnapa.org/2963/Testing-Locations>

### **I don't have a car. How can I get tested?**

Please call the County's Information Line at 707-253-4540 between the hours of 8-12 p.m. and 1-5p.m., Monday through Friday and the County's bilingual staff can help you arrange transportation to the testing sites.

### **I am having trouble getting an appointment to get tested. What can I do?**

With cases rising across the country, there is currently a high demand for testing and a nationwide shortage of available tests. Though the County has increased its testing capacity, some residents may have difficulty booking available appointments through OptumServe. We encourage you to check the site often for available appointments.



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### **How long does it take to get results?**

Results typically take between 2-3 days, however this may be longer depending on test processing. Lab capacity has been increasingly limited in recent weeks, as demand for testing across the nation has increased.

### **What measures should I take while waiting for test results?**

If you are experiencing symptoms or have had close contact with a COVID-19 positive individual, please adhere to CDC guidance to self-isolate for 10 days. Do not go to work or to public places. Contact your primary care provider for advice on symptoms. Call 911 if you experience difficulty breathing.

### **How much does testing cost?**

COVID-19 testing is available at no cost to you, regardless of your health insurance status. If you have medical insurance, OptumServe may ask for your insurance information and bill your insurance company to ensure costs are fairly spread across insurance providers and public agencies. If you do not have health insurance, your COVID-19 viral test is paid for by the state government.

### **What testing data is reported to Napa County and how often is it updated?**

Countywide testing data reported to Napa County is updated daily, Monday-Friday at 1:00 p.m., and released on the County's Social Media pages and on the County's Coronavirus information site: <https://www.countyofnapa.org/Test> (Under 'View COVID-19 Testing Data'). The County shares aggregate data on the total number of individuals tested and confirmed cases.



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### **Why doesn't the County share more information about people who have tested positive (where they live, which businesses they work at, where they have been, etc..)??**

The data that is shared continues to protect the confidentiality of the individuals that have tested positive. Any more information could potentially compromise the private health information of the individual(s). Public Health does contact investigations and works with the person who tested positive to notify those they may have exposed without sharing the name or information of the person who tested positive. Public Health's role is to prevent the spread of disease. The links below provide more information as to how that investigation is done.

For more information on Public Health's investigation process when a positive COVID-19 case is detected click on the following links: [English \(PDF\)](#) [Spanish \(PDF\)](#).

### **What kind of tests does the OptumServe site offer? What is it like?**

The test method is called Real Time Polymerase Chain Reaction (RT PCR). This is the most popular technique to date and has been widely used for acute diagnosis of COVID-19. Please note that this test does not screen for antibodies.

The OptumServe site uses a swab collection process that you will be asked to self-administer. Personnel on site will be present to provide a demonstration and answer any questions about the process from a safe distance. A new sample kit will be placed on a sanitized table next to the drive-up spot. On their signal, you will open your car window to grab the sample kit. You'll open the wrapper on the swab and place the soft end of the swab midway into your nostril, rotate the swab twice, and then hold the swab in place for 15 seconds. You'll repeat this step in your other nostril. You'll then open the provided sample collection tube and place the swab, soft-side first, down into the tube. Finally, you'll snap off the end of the swab stick, replace the tube cap, and place your sample on the table.



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## **When are you going to start doing antibody testing in Napa County?**

At this time, Napa County does not have plans to start doing antibody testing. Antibody tests are meant to recognize a past infection. Many of these have hit the market in recent months and are available through health care providers and urgent cares.

Some officials have touted the tests as crucial for reopening the economy and developing public health strategies to contain the virus, but there are still questions about how accurate these tests are. Even with a very good test, it is still possible to test positive for antibodies even when an individual doesn't actually have them. Napa County will share more information when more reliable testing is available at the local level.

See below for a short video about antibody testing:

<https://www.youtube.com/watch?v=qtISu7OhkYE&feature=youtu.be>

Article from ProPublica: <https://www.propublica.org/article/what-antibody-studies-can-tell-you-and-more-importantly-what-they-cant>

***Remember, the most effective way to stay healthy is to continue to follow the shelter at home order, maintain social distancing, follow face mask recommendations, clean high-contact areas, and maintain the coughing and hand-washing etiquette.***

***If you or a loved one is ill, and you think the symptoms are consistent with COVID-19, get tested.***



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### **I am an employer and I want to have my employees tested. How can I arrange for private testing?**

The State's Testing Task Force has released a list of labs that are providing resources that employers or industries can utilize to coordinate private testing. Please refer to this link for more information: <https://testing.covid19.ca.gov/>

### **What do I do if I don't have a doctor, am uninsured, and/or don't have a primary care provider?**

Even though you are not required to go through a provider to sign up for testing through OptumServe, it is still important for your general health to have a medical home and a medical provider. Below are some resources and information:

**If you are uninsured** you can contact:

- a. **Self-Sufficiency Services Division** at 707-253-4511 for Medi-Cal or Covered California Plans. They can assist with you insurance application over the phone. Services free of charge.
- b. **Community Health Initiative (CHI)** at 707-227-0830 for Medi-Cal, Covered California or private insurance plans. They can assist with you insurance application over the phone. Services free of charge.
- c. **Ole Health** is a local Federally Qualified Health Center that offers medical services at low cost (sliding fee scale). Call 707-254-1770 or visit <https://www.olehealth.org/covid-19/> for more information.