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COVID-19 Testing Frequently Asked Questions Updated July 8, 2020

How many testing kits are available in Napa County?

Testing is largely managed by the State, which has designated Napa County as the coordinator of a community test site. The Napa County Public Health Division is proud to support a collaboration developed by Governor Gavin Newsom with the disaster response nonprofit Community Organized Relief Effort (CORE) and Verily, a healthcare subsidiary of Alphabet. This partnership allows us to increase the capacity of testing in Napa County. CORE and Verily offer FREE testing at different sites on a rotating schedule Monday, Tuesday, Thursday, Friday, and Saturday. The full updated schedule for July can be found [here](#). CORE/Verily are currently scheduling tests at their capacity of approximately 280 tests per day.

Ole Health and Kaiser Permanente are also conducting tests for their patients and members with COVID-19 symptoms. CVS is also now offering limited free testing.

How can I get tested for COVID-19?

There are several options for getting a COVID-19 test in Napa County.

To access free testing at the CORE/Verily site, you can register online at <https://www.countyofnapa.org/Test>. More information on the online sign-up process is available in response to question #3 of this document. If your answers to the Verily screener determine you are eligible at this time, you will receive details on how and where to get tested.

There are other options to schedule CORE/Verily appointments, if you are:

- Unable or uncomfortable making a testing appointment online
- Under 18 years of age
- Received a rejection notification from the online screen process
- Requesting testing for 1+ members (with children) in your household
- Do not want to enter information online

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Please contact ADAcordinator@countyofnapa.org or (707) 259-8744.



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Individuals meeting any of those criteria, can 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 our bilingual information line staff will assist you.

Additionally, **OLE Health's** testing site is now open for OLE Health patients and South Napa Shelter patients. Contact OLE Health at 707-254-1770 for more information. Hours will be Tuesdays and Fridays from 9 a.m. to 11:30 a.m.

Kaiser Permanente is currently testing symptomatic members. If you are a Kaiser member with symptoms, you should contact Kaiser Permanente for testing BEFORE going through CORE/Verily. Please call the advice nurse line at 707-651-1025 to schedule a virtual appointment with a provider. You can also book your own virtual visits online. If you are a Kaiser patient without symptoms, you may complete the Verily/CORE screening tool for a testing appointment.

CVS Pharmacy is also now offering limited free testing. Please visit [their website](#) to schedule an appointment.

How can I sign up for testing through CORE/Verily?

You can sign up for testing by visiting <https://www.countyofnapa.org/Test>. Click the 'Get Tested' button. You will then be prompted to complete an online screening form (you will be asked to register for an account or sign in using your google sign in, if you have one, or a phone number). After completing the online screening, if eligible, an appointment will be made for testing and testing instructions and directions to testing site will be sent by email. Once tested, you'll be informed via email or phone when your COVID-19 test results are available.

Click here to access CORE/Verily testing FAQs: https://www.projectbaseline.com/covid-support/?_ga=2.87498653.409226516.1587660295-1503464922.1587660295.

For more information, trouble signing in or general questions; 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. The testing site is currently available online and in English/Spanish. County staff can assist in getting people signed up should you have accessibility needs.

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I don't have a car. How can I get tested at the drive-thru CORE/Verily sites?

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 a 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 substantially since initiating the testing partnership with CORE/Verily, some residents are having difficulty booking available appointments through the Project Baseline site. Appointments are scheduled up to seven days in advance and new appointments are made available around 4:00 AM each day. Residents that are having trouble booking appointments, should continue to visit the Project Baseline website as early in the day as possible and to check all available testing sites, including in nearby counties.

Please continue to monitor your personal health and follow the CDC guidance to self-isolate following likely COVID-19 transmission.

How long does it take to get results?

Verily estimates that those tested will receive results within 2-7 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.

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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 14 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, Verily will 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?

Testing data 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. Napa County also shares data on the total number of individuals that have recovered and the number of those who have passed away due to COVID-19. Demographic, geographic and exposure type data is available on the testing data website.

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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 CORE/Verily site offer? What is it like?

The test method the Verily COVID-19 Baseline testing program is using 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 Napa County CORE/Verily 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 weeks 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 factsheet](#) for more information.

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 CORE/Verily, 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.

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